



# Privacy Policy

<b>Division:</b>	<b>Policy number:</b>	<b>Updated:</b>
QMS – RTO Operations	002-v1	
<b>Implemented:</b>	<b>Last Review Date:</b>	<b>Scheduled for Review</b>
May 2016		May 2017

## 1. Purpose

The purpose of this policy is to ensure that client's information is managed in a transparent and robust manner. This policy outlines the commitment of CMT to protect the privacy of clients and outlines how information is maintained consistent with legal and legislative requirements.

## 2. Scope

- a. This policy applies to all CMT employees, management, contractors, and students
- b. This policy applies to all partner organisations authorised to deliver training and assessment services under CMT auspice

## 3. Principles

As a Registered Training Organisation CMT are required to collect, record and report information about you, including your personal information. Organisations that partner with CMT are required to collect this information on behalf of CMT via use of CMT approved forms. Regardless of who collects your information, your personal information is protected by the Privacy Act 1988 and 13 Australian Privacy Principles (APPs). Moreover, CMT and any partner organization take their responsibility to protect and manage clients and staff identifying information seriously.

- a. Open and transparent management of personal information
- b. Anonymity and pseudonymity
- c. Collection of solicited personal information
- d. Dealing with unsolicited personal information
- e. Notification of the collection of personal information
- f. Use or disclosure of personal information
- g. Direct marketing
- h. Cross-border disclosure of personal information
- i. Adoption, use or disclosure of government related identifiers

- j. Quality of personal information
- k. Security of personal information
- l. Access to personal information
- m. Correction of personal information

<https://www.oaic.gov.au/resources/individuals/privacy-fact-sheets/general/privacy-fact-sheet-17-australian-privacy-principles.pdf>

#### **4. Information collected and usage**

CMT collects and uses personal information that is necessary to administer our business and advise you about our services

Information that is received is used only for the purpose it was intended for and to ensure CMT are able to meet legislative requirements.

In the event that information received by CMT is not the intended recipient than that information will be destroyed. In the event that information is received by a partner organization that they are not the intended recipient they are required to destroy the information.

CMT will collect and verify the clients Unique Student Identifier (USI)

CMT will for heavy vehicle training will collect drivers licence number and expiry date for the purpose of confirming eligibility to sit Practical Driving Assessment

#### **5. Practices, safeguards and accuracy**

- a. Management of paper records: all paper based forms are stored in locked file cabinets to which only authorised personnel have access to
- b. All paper records to be disposed of that contain personal information will be shredded and destroyed
- c. Electronic records are stored in a method that maintains appropriate and reasonable standards of security
- d. We take reasonable measures to ensure your records remain accurate and up to date
- e. Demographic information collected for reporting to the National Centre for Vocational Education Research (NCVER) will be provided separately to your personal information
- f. CMT provide an "Opt In" marketing option on the enrollment form. Regardless of your decision at time of enrollment you may advise us at any time that you do not wish to receive marketing materials
- g. Feedback forms request authorization from the candidate for CMT to use media containing their image for advertising purposes

#### **6. Use and disclosure of personal information**

- a. CMT will not disclose the learner's Student Identifier on the statement of attainment consistent with the *Student Identifier Act 2014*.
- a. Information is disclosed by the RTO consistent with reporting requirements to Governing bodies
- b. Under no circumstances will your information ever be sold, traded or rented to any third party

- c. Disclosure of your personal information to a third party can only be given with your express permission in writing
- d. CMT will retain registers of AQF qualifications that they are authorised to issue and of all AQF qualifications issued
- e. CMT will retain registers of all statements of attainment issued
- f. Retain records of AQF certification documentation issued for a period of 30 years
- g. Retain records of statements of attainment issued for a period of 30 years
- h. Provide reports of Records of qualifications issued to its VET regulator on a regular basis as determined by the VET Regulator
- i. Provide reports of its records of statements of attainment issued to its VET Regulator on a regular basis as determined by the VET Regulator

## **7. Access to personal information**

You can access your personal information that we hold, except when government legislation requires or authorizes the refusal of access.

To access your personal information, you will need to contact, administration in writing and specify they type(s) of information you require access to. To ensure security of information is upheld you will be required to present proof of identification in person to collect the information.

## **8. Staff / contract trainer's information**

- a. CMT uses personal information of its staff for the purpose of meeting employment requirements including payroll, superannuation, insurances and taxation
- b. Staff personal information maintained by CMT will not be used for any purpose other than business purposes
- c. CMT will maintain information and details in relation to staff performance, appraisals and performance reviews, and professional development
- d. CMT will maintain a record of trainer's qualifications/statements of attainment, resume, professional experience/development as related to the delivery of training and assessment services
- e. Where training is delivered under a partnering agreement the authorised third party are required to keep and forward all relevant trainer and assessor information to CMT or make these documents available via a secure electronic means


## **9. Business Information**

- a. In the normal course of conducting business CMT will collect and maintain information on partner organisations, suppliers and employer organisations. Which may include financial records, company details, or other data relevant to the provision of services or delivery of training with CMT
- b. CMT will take all reasonable measures to safeguard and retain the confidentiality of all business information received from clients or partner organisations during the course of operations.
- c. Information held will not be traded, rented or sold to any third party
- d. Information will not be disclosed to another third party with express written consent of the client or business partner

**10. Sanctions**

- a. CMT take the protection of information very seriously and as such any breaches of this policy will receive immediate disciplinary action that may include verbal and or written warning or in very serious cases termination of employment

**11. Endorsement and implementation**

Name:	<b>John Keen</b>
Signature:	
Position:	<b>Director</b>
Date:	<b>May 2016</b>

**12. Document history**

Amended	Amended by	Division	Details