

# Privacy Policy

## Policy Statement

ANMF (Vic Branch) Education Centre is committed to protecting the privacy and security of our learner's personal information. This *Privacy Policy* outlines how we collect, use, disclose, and protect the personal information of individuals associated with our Registered Training Organisation (RTO).

This policy ensures that ANMF (Vic Branch) Education Centre meets its legal and ethical requirements in regard to the collection, storage and disclosure of personal information it holds in regard to its student population, staff, other clients and interactions with external organisations.

## 1. Principles

1.1 In collecting, using and disclosing personal information ANMF (Vic Branch) Education Centre will comply with the requirements set out in the Privacy Act 1988 (Commonwealth), Information Privacy Act 2000 and the Electronic Transactions (Victoria) Act 2000.

1.2 ANMF (Vic Branch) Education Centre is committed to ensuring the confidentiality, integrity and security of all information.

1.3 Consent is obtained through the application form for enrolment into accredited courses and applications for Skills First eligibility assessment applications.

## 2. Information We Collect

2.1 In the course of its business, ANMF (Vic Branch) Education Centre will collect information from students, potential students, and other clients either electronically or in hard copy format; including information that personally identifies individual people.

2.2 ANMF (Vic Branch) Education Centre will only collect personal information by fair and lawful means which is necessary for the functions of ANMF (Vic Branch) Education Centre.

2.3 The information supplied by individuals will only be used to provide information about study opportunities, to enable efficient administration, and to maintain proper student and client records. If an individual chooses not to provide certain information then we may be unable to provide some services or provide appropriate information.

2.4 We may collect the following types of personal information from individuals, including but not limited to:

- Student information:

- names
- addresses
- contact details
- date of birth
- USI details
- record of results
- previous qualifications
- medicare or passport details (Skills First Funding requirement. Only applies to Skills First Funded students)
- photos on the application form
- other relevant information required for enrolment
- Employee information:
  - names
  - contact details
  - employment history
  - other details necessary for employment
- Other stakeholders: Information related to clients, contractors, and other relevant parties.

### 3. How We Collect Information

3.1 We collect personal information through various means, including:

- Enrolment forms, applications, and other documents submitted by students or their representatives
- Employment applications and related documentation
- Communication through email, phone, or other channels
- Trainer reports and updates on learner progress, both verbal and written
- CCTV surveillance on our premises for security purposes

### 4. Consent, Disclosure and Use of Personal Information

4.1 Personal information about students studying with ANMF (Vic Branch) Education Centre may be shared with the Australian Government, Victorian State Government and designated authorities such as Victorian Registration and Qualifications Authority (VRQA) and the National Centre for Vocational Education Research (NCVER). This information includes personal and contact details, course enrolment details and changes, and circumstances related to funding (if applicable).

This information is stated on the enrolment application and which they sign and agree to this collection and use of personal information.

We use personal information for the following purposes:

- Administering and delivering training programs
- Managing learner and employee records
- Communication with stakeholders
- Complying with regulatory requirements and funding contractual requirements
- Improving our services and operations

4.2 ANMF (Vic Branch) Education Centre will not disclose an individual's personal information to another person or organisation unless:

- a) the individual concerned is reasonably likely to have been aware, or made aware, that information of that kind is usually passed to that person or organisation
- b) the individual concerned has given written consent
- c) ANMF (Vic Branch) Education Centre believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person
- d) the disclosure is required or authorised by or under law; or
- e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

4.3 Any person or organisation to whom personal information is disclosed as described in this policy is not permitted to use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

4.4 Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, ANMF (Vic Branch) Education Centre shall include in the record containing that information, a note of the disclosure.

### Security Measures

- We take reasonable measures to protect personal information from unauthorized access, disclosure, alteration, and destruction. These measures include physical, technical, and administrative safeguards.
- Only authorised personnel can access learner data.
- Technology is continuously updated with the latest software and security measures.

## Data Retention

Some data has to be retained for certain periods of time, due to contract or legislative requirements. This includes:

- Assessments that have been used in validation purposes – may be kept up to 5 years
- Assessment submissions – may be kept for 1 year for audit purposes with the VRQA
- Evidence of participation may be kept between 3 to 7 years, depending on the contract for Skills First Funding
- Learner results and outcomes – will be retained for 30 years as per legislative requirements.

## 5. Access and Correction

5.1 If an individual considers the personal information that ANMF (Vic Branch) Education Centre holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Requests for access or correction should be submitted in writing to [education@anmfvic.asn.au](mailto:education@anmfvic.asn.au).

5.2 Individuals can access their own training records at any time by contacting the Education Coordinator. Depending on the nature of the request individuals will either be provided with the information immediately or will be advised that the information will be provided to them after the information has been extracted from our records systems. Records that have been securely archived off site may take some days to access.

5.3 Only the individual concerned will be given access to the records, proof of identification will be required. No other person or party will have access without authorisation.

5.4 In some cases individuals may be required to put a request for information in writing to the Education Centre Manager (this will depend on the information being sought).

## Changes to Privacy Policy

The *Privacy Policy* is subject to change. The latest version will be posted on our website.

## Contact Us

For questions or concerns about our privacy practices, please contact us at [education@anmfvic.asn.au](mailto:education@anmfvic.asn.au).

### Approved by

Corinne op't Hoog

**Education Manager**

October 2024

