

Privacy Policy

Workplace Training Strategies Privacy Policy is accessed via the Workplace Training Strategies website www.wts.edu.au all clients can access our privacy policy online and procedure when enrolling in a program and/or service with WTS.

Policy Objective

WTS policy ensures that information collected for and by WTS – Workplace Training Strategies complies with the Australian Privacy Principles (APPs) (2014), Privacy Act 1988 (Cth), and Freedom of Information Act (1982) is protected and utilised only for its primary purpose.

Scope

This Policy covers all managers, officers, workers, trainers, learners and contractors. Information will be either in electronic or hard copy format.

Responsibility

The Chief Executive Officer is responsible for the implementation and monitoring of this policy. Senior Managers are responsible to ensure staff and learners are made aware of this requirement.

Policy Statement

To fulfil our responsibilities as a Registered Training Organisation (RTO), WTS collects, uses, stores, and disseminates personal information.

WTS complies with the Privacy and Personal Information Protection Act 1998, aligned with the Information Protection Principles contained within that Act. In addition, WTS follows data requirements outlined by VET Quality Framework NVR Standards for RTOs, and necessary VETMISS data required, including other required reporting.

WTS collects personal information by fair and lawful means, necessary for the purpose of enrolment and function of WTS. WTS is committed to ensuring the confidentiality and security of the information provided.

WTS takes privacy very seriously and is committed to protecting the privacy of individuals. This includes personal, financial, health, imagery, and other highly sensitive and confidential information necessary for WTS to carry out its deliver of programs.

All reasonable steps are taken by WTS to protect individual information from misuse, loss, or unauthorised disclosure or destruction. We regard the right to privacy very highly.

Procedures

Managing personal information

WTS manages personal information required complying with Government legislation and policy.

WTS manages the right to privacy along with the need to be accountable.

Information collected is managed in an open, transparent way. Please note that information relating to another individual will not be available under freedom of information laws, nor will WTS's internal working documents, and material obtained in confidence.

WTS's working Documents and Record Register provides a framework for staff regarding how and why WTS collects, stores learner's personal information. The use of this personal information is closely monitored. Any learner may access their personal information held by WTS.

Use of Information and the manner its collected

WTS only collects personal information if this is reasonably necessary for one or more of WTS's functions or activities. Personal information supplied by learners to WTS is only used to assess eligibility to government funded training programs, to provide support about study opportunities and enable efficient administration. Authorised managers and inducted staff have access to this information.

Personal information is collected for:

- Eligibility assessment to access government funded training programs prior to enrolment
- Teaching purposes by WTS
- Legislated information required by State and Commonwealth Administration

Personal information is used by WTS for the purposes of assessing, reporting, communicating, research, evaluation, marketing, financial administration (including debt recovery), auditing, planning, and for any other purposes where the individual has provided consent for such use.

WTS only uses information which, given to WTS is accurate at the time. WTS takes reasonable steps to ensure that the information is accurate, up to date, and complete. If changes become apparent that the personal information is inaccurate, WTS will take steps to notify the individuals about the changes in personal information on hand. WTS will not use or disclose personal information for the purpose of marketing without prior written learner consent.

Security of Personal Information

WTS ensures that personal information it collects is accurate, complete, up to date, and relevant. Learners are told that WTS collects information about them from third parties, as required in the assessment and enrolment process. When WTS collects information, it will advise why it is being collected, WTS will take all reasonable steps to protect individual information from misuse, loss, interference, and unauthorised access, modification, or disclosure. WTS will act lawfully and in a fair and non-intrusive way.

When WTS holds personal information about an individual; and no longer needs the information for any purpose. This information may be used or disclosed by WTS with written consent. If the information is not contained in a Commonwealth record and WTS is not required by or under Australian law to retain the information, WTS will take reasonable steps to destroy the information and or ensure the information is de-identified.

Disclosure of Personal Information

WTS may share personal information with the Australian Government and designated authorities. Specifically, information about personal and contact details, course enrolment details, and changes.

WTS will not disclose any personal information about a learner, except as permitted under these policies. WTS discloses no personal information to any person, agency, body unless any or all the following are necessary or expressly authorised:

- The disclosure is required or authorised by or under the law

- The learner has expressly or implicitly consented to the disclosure in writing.
- The disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the learner or of another person.

Disclosure is reasonably necessary for the enforcement of criminal law, because of a direct order from Government or State authority. WTS will note the disclosure in the learners' record.

Parent(s) and or guardian(s) of learners under the age of 18, have access to the learner's progress, personal information, and attendance details. If WTS releases information to a third party, it will advise the third party that they should not use the information for any purposes other than the purposes for which it was disclosed.

Personal Information

If a learner believes that the personal information retained by WTS is out of date or otherwise misleading or inaccurate, the learner may request that WTS amend his or her personal information. Freedom of Information Act allows for the retrieval of information in WTS possession. WTS will amend information continuously if it is found that the information is out of date, misleading, or inaccurate. WTS will correct previously sent information on the learners request and then WTS will take steps, as are reasonable in the circumstances, to give that notification unless it is impractical or unlawful to do so. WTS will provide the individual a written notice, if unable to correct previously sent information.

WTS will give the reasons for the refusal, how the individual is able to complain about the refusal; and certainly, any legislation that prohibits the refusal. WTS accepts requests, to associate a statement with the information that is inaccurate, out of date, incomplete, irrelevant, or misleading. WTS will take reasonable steps, under the circumstances, to make the statement apparent to users of the information. WTS will respond to the associated statement request within a reasonable period after the request is made. There will be no charge to the individual for making the request, for correcting the personal information, or for associating the statement with the personal information.

Access to Personal Information

A learner, parent and or guardian may access their own personal information held by WTS at no charge. Learners can obtain a copy of their personal information within ten days of receiving the learners written request. WTS policy allows learners to apply for and receive personal information that WTS holds about learners. Requests should be addressed to the General Manager, providing full details of the learner's name and contact details and details of the specific information required.