

Privacy Policy



Policy Overview

New Federal Privacy Laws became effective from 21 December 2001. The legislation regulates the way RTOs can collect, use, keep secure and disclose personal information. RTOs are required to handle personal information in accordance with the National Privacy Principles as outlined in the legislation. The RTO is bound by the *National Privacy Principles*.

The RTO understands an individual's right to keep their personal information private is highly important. We are committed to protecting and maintaining the privacy, accuracy and security of your personal information.

DRS TQM TRAINING SERVICE PTY. LTD complies with the following Privacy principles:

Processes to be followed	By Whom	By When	Policy Statement/ Relevant Documents
<p>1.0 Collection of Data DRS TQM TRAINING SERVICE PTY. LTD will not collect personal information about an individual unless the information is necessary for one or more of its functions or activities.</p> <p>Where DRS TQM TRAINING SERVICE PTY. LTD collects personal information, DRS TQM TRAINING SERVICE PTY. LTD will declare the purpose of the collection, how the information will be used and how the individual can get access to that information.</p>	Administrator Training Manager	At all times	Policy Statement

Department	Vocational Education & Training	Author(s)	RTO/Training Manager	
Document Title	Privacy Policy	Approved	RTO/Training Manager	
Version	1.1 (Modified – September 2011)	Authorised	CEO	
AQTF Standard(s)	AQTF Essential Standards for Registration	Distribution	Internal	RTO Staff, RTO Students
			External	Prospective Students, General Public

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<p>2.0 Data Quality, Security and Openness</p> <p>DRS TQM TRAINING SERVICE PTY. LTD will take reasonable steps to ensure that the personal information it collects uses or discloses is accurate, complete and up to date. DRS TQM TRAINING SERVICE PTY. LTD will take reasonable steps to protect the personal information from misuse and loss from unauthorised access, modification or disclosure.</p> <p>DRS TQM TRAINING SERVICE PTY. LTD will provide a handbook outlining its policies and procedures for handling personal information and make this available on request.</p>	Administrator Training Manager	At all times	Policy Statement
<p>3.0 Use and disclosure</p> <p>DRS TQM TRAINING SERVICE PTY. LTD will only use or disclose information for the purpose for which it was collected or for a secondary purpose which the provider of the information could reasonably expect.</p> <p>DRS TQM TRAINING SERVICE PTY. LTD may use or disclose personal information in circumstances related to public interest, such as law enforcement and public or individual health and safety.</p>	Administrator Training Manager	At all times	Policy Statement
<p>4.0 Sensitive information</p> <p>DRS TQM TRAINING SERVICE PTY. LTD will not collect sensitive information unless the individual has consented, or it is required by law, or where there are other special circumstances such as those relating to health services provision.</p>	Administrator Training Manager	At all times	Policy Statement

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<p>5.0 Access and correction DRS TQM TRAINING SERVICE PTY. LTD will provide an individual with access to personal information it holds on that person on request. Where an individual can show that information held about them is not correct, current or complete, DRS TQM TRAINING SERVICE PTY. LTD will take reasonable steps to correct that information.</p>	Administrator Training Manager	At all times	Policy Statement
<p>6.0 Identifiers DRS TQM TRAINING SERVICE PTY. LTD assigns unique identifiers to all students. This ID is entered on all assessments and is used on the Student ID card.</p>	Administrator Training Manager	At all times	Policy Statement
<p>7.0 Anonymity DRS TQM TRAINING SERVICE PTY. LTD will give people the option to interact anonymously whenever it is lawful and practicable to do so.</p> <p>DRS TQM TRAINING SERVICE PTY. LTD operates in compliance with current privacy legislation. This legislation regulates the way organisations can collect, use keep and disclose personal information. It gives individuals the right to know what information an organisation holds about them and a right to correct any information if it is wrong.</p>	Administrator Training Manager	At all times	Policy Statement
<p>8.0 DRS TQM TRAINING SERVICE PTY. LTD keeps the following personal information on each student:</p> <ul style="list-style-type: none"> Personal details (such as name, sex, address, phone number, birth date, country of residence, allergies and illnesses) Academic qualifications 	Administrator Training Manager	At all times	Policy Statement

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<ul style="list-style-type: none"> Course selections, letter of offer and student acceptance of offer (if applicable) Academic statements Passport, visa and OSHC details (if applicable) Employment history (if applicable) Enrolment details Attendance records and any medical certificates /approved absence forms given English results such as IELTS (if applicable) 			
9.0 DRS TQM TRAINING SERVICE PTY. LTD uses the information for: <ul style="list-style-type: none"> Correspondence Awarding certificates Assessing application to study at DRS TQM TRAINING SERVICE PTY. LTD 	Administrator Training Manager	At all times	Policy Statement
10.0 DRS TQM TRAINING SERVICE PTY. LTD cannot disclose information to a third party without the written consent of the student.	Administrator Training Manager	At all times	Policy Statement
11.0 Student right to check what personal information the RTO holds Students may access their files at an appropriate time by appointment. To view their file students must: <ul style="list-style-type: none"> Request in writing to view student file and submit to DRS TQM TRAINING SERVICE PTY. LTD via training manager or administrator 	Administrator Training Manager	At all times	Policy Statement

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<ul style="list-style-type: none"> If after viewing their files, students are not satisfied with the information contained or consider some information to be inaccurate they should write to the CEO outlining their concern and asking for corrections to be made. <p>The student may ask to view their file again to ensure the changes have been made.</p>			
<p>12.0 What kind of information does the RTO collect?</p> <p>The RTO can collect information:</p> <ul style="list-style-type: none"> before, during and after the course of a student's enrolment at the RTO; about job applicants, staff members, volunteers and contractors; and other people who come into contact with the RTO. 	Administrator Training Manager	At all times	Policy Statement
<p>13.0 Personal information collection</p> <p>The RTO will generally collect personal information held about an individual by ways of forms filled out, face-to-face meetings and interviews and telephone calls and other communications. On occasions, parties may provide personal information.</p>	Administrator Training Manager	At all times	Policy Statement
<p>14.0 Personal information provided by other people</p> <p>In some circumstances the RTO may be provided with personal information about an individual from a third party, e.g. a report provided by a medical professional or a reference from another organisation. If you provide information to us about other people, we encourage you to inform them that you have provided us with information.</p>	Administrator Training Manager	At all times	Policy Statement

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<p>15.0 How will the RTO use the personal information you provide? The RTO's primary purpose is for education and the duty of care of its students. The RTO will use personal information from an individual for the RTO's primary purpose and for such other secondary purposes that are related to the primary purpose</p> <ul style="list-style-type: none"> to keep students informed about matters related to their training, through correspondence, newsletters, magazines and reports; day-to-day administration; to look after student's educational, social and medical well-being; to satisfy the RTO's legal obligations and allow the RTO to discharge its duty of care 	Administrator Training Manager	At all times	Policy Statement
<p>16.0 Consequences of not supplying information If RTO do not obtain the information referred to above RTO may not be able to enrol or continue the enrolment. If student do not agree to this, request student to advise the RTO in writing.</p>	Administrator Training Manager	At all times	Policy Statement
<p>17.0 Job Applicants, Staff members and contractors In relation to personal information of job applicants, staff members and contractors, the RTO's primary purpose of collection is to assess and (if successful) to engage the applicant, staff member or contractor. The purposes for which the RTO uses this information include:</p> <ul style="list-style-type: none"> In administering the individual's employment or contract, For insurance purposes, Seeking funds and marketing for the RTO, To satisfy the RTO's legal obligations, for example, in relation to child protection legislation 	Administrator Training Manager	At all times	Policy Statement

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<p>18.0 Who might the RTO disclose personal information to? The RTO may disclose personal information, including sensitive information, held about an individual to:</p> <ul style="list-style-type: none"> • Another RTO, as required; • Government departments; • Medical Practitioners; • People providing services to the RTO, including other trainers; • Recipients of RTO publications, like newsletters and magazine • Anyone you authorise the RTO to disclose information to. 	Administrator Training Manager	At all times	Policy Statement
<p>8.0 How will the RTO treat sensitive information? Sensitive information means Information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences or a criminal record and health information.</p> <p>Unless you agree otherwise, or is allowed by law, sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose.</p>	Administrator Training Manager	At all times	Policy Statement
<p>9.0 Management and security of personal information The RTO has in place steps to protect the personal information the RTO holds from misuse, loss, unauthorized access, modification or disclosure by use of various methods including locked storage of paper records and pass worded access rights to computerized records.</p>	Administrator Training Manager	At all times	Policy Statement

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10.0 Updating personal information The RTO endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. A person may seek to update their personal information held by the RTO by contacting the Administrator/training Manager of the RTO at any time.	Administrator Training Manager	At all times	Policy Statement
11.0 The CEO will be the person responsible for the implementation and maintenance of the policy.	CEO	At all times	Policy Statement

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