

This document contains the policy and procedure issued by RTT ACADEMY for use in ensuring client and employee privacy and confidentiality is protected at all times.

1 PURPOSE

To ensure that RTT ACADEMY protects employee and client privacy and confidentiality in line with State and Federal Privacy Legislation.

2 SCOPE

The Privacy Policy and Procedure applies to all employees and clients of RTT ACADEMY.

3 RESPONSIBILITIES

The National Training & RTO Manager and RTO Compliance Coordinator ensure compliance with this policy. However, it is the responsibility of all employees and clients to ensure that no private or confidential information is improperly accessed or shared during the course of day-to-day operations of the RTO.

4 REFERENCE

- 4.1 *Privacy Act 1988 (Privacy Act)*
- 4.2 *Information Privacy Act 2014 (ACT)*
- 4.3 *Privacy and Personal Information Protection Act 1998 (NSW)*
- 4.4 *Information Act (NT)*
- 4.5 *Information Privacy Act 2009 (Qld)*
- 4.6 *Personal Information and Protection Act 2004 (Tas)*
- 4.7 *Privacy and Data Protection Act 2014 (Vic)*
- 4.8 *Freedom of Information Act 1992 (WA)*

5 POLICY

RTT ACADEMY will protect employee and client privacy and confidentiality by ensuring that there are systems and processes in place to safeguard private and confidential information. RTT ACADEMY will only collect personal information that is required for the purposes of employment or education, or in meeting government reporting requirements.

6 PROCEDURE

6.1 Collection of Personal Information

Staff

RTT ACADEMY will collect personal information from staff in order to obtain the information required to meet employment, legal and taxation obligations.

Information collected includes general personal details, and may include details of any disability or health issue that may affect the staff member's ability to meet the requirements of their position.

RTT ACADEMY will maintain information and details in relation to staff performance, appraisals and performance reviews, and professional development.

Students

RTT ACADEMY is required to collect personal information from students in order to process enrolments and obtain the information required to provide suitable training and assessment services. Where applicable information may also be required to comply with AVETMISS standards as specified by government regulators.

Information collected from students includes details such as full name, gender, date and country of birth, address, etc.

RTT ACADEMY collects all personal information in writing (physical and electronic), either from an enrolment or enquiry form, directly from the person whom the information is about. (Where

applicable information may be collected from the parent or guardian of a student under the age of 18.)

6.2 Use and Disclosure of Personal Information

Staff

RTT ACADEMY uses personal information of its staff for the purposes of meeting employment requirements including payroll, superannuation and taxation.

Staff personal information maintained by RTT ACADEMY will not be used for any purpose other than business purposes.

Students

RTT ACADEMY uses personal information of its students for the purposes of meeting VET requirements for the awarding of national qualifications, and to comply with reporting requirements where relevant, as specified by government regulators.

Personal information, as collected through the enrolment form or through other means, will be passed on to government regulators as per legal data collection requirements. This personal information may also be accessed for the purposes of an audit by ASQA.

Personal information may be shared between the Australian Government and designated authorities facilitating the monitoring and control of immigration.

Personal information will not be used in any way other than those outlined in this policy, and any other ways that might reasonably be expected.

6.3 Access to Personal Information

It is the policy of RTT ACADEMY to allow access to personal files at any time to the person to whom those files relate, upon written request.

Staff and students may access their personal information and files by submitting written request to the RTO Training Coordinator.

Proof of identification will be required to be presented by the person requesting access.

6.4 Storage and Security of Personal Information

RTT ACADEMY will take all reasonable steps to maintain the privacy and security of personal information.

Information stored electronically is kept on a secure server and access is restricted to authorised employees only. This server is regularly backed up and kept in a secure location.

Paper based documents containing personal information are stored in a secure cabinet and held within a secure area with the RTO's head office.

Reasonable steps will be taken to destroy or permanently de-identify personal information when it is no longer required for any purpose.

Student information maintained electronically in the Student Management System, aXcelerate, will be kept electronically for 30 years.

6.5 Business Information

In the normal course of business, RTT ACADEMY will collect and maintain information on partner organisations, suppliers, and employer organisation. This may include financial data, company details, or other related data in terms of the business relationship with RTT ACADEMY.

RTT ACADEMY will make all reasonable efforts to protect and retain confidentiality of all business information received from clients or partner organisations during the course of business operations. This information will not be disclosed without the prior consent of the client or partner organisation.