

Purpose

This policy ensures that Integrity Education Group Pty Ltd (Integrity) meets its legal and ethical requirements in the collection, storage and disclosure of the personal information it holds regarding learners.

1. Privacy Principles

Personal information is collected from learners in order that Integrity can carry out its business functions. Integrity only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

In collecting personal information, Integrity complies with the requirements set out in the Privacy Act 1988 and the relevant privacy legislation and regulations of the states in which Integrity operates.

This means Integrity ensures each learner:

- Understands why their information is being collected, how it will be used and who it will be disclosed to.
- Can access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.
- Can make a complaint about Integrity if you consider that your personal information has been mishandled.

2. Visitors to our website

Integrity will ensure that anyone wishing to view their website can do so without revealing who they are or providing any personal information. Integrity will not collect any personal information about visitors to their website except when a person then takes steps to provide personal information to us for example, when submitting an enquiry with their contact details. Information provided through our website will be collected, held, used and disclosed in accordance with this Privacy Policy.

3. Collection of information

In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions. This information is usually collected via online secure and encrypted systems; however, some information will be collected via paper based forms and can be submitted via email, post or in person.

The types of personal information collected include:

- personal and contact details
- employment information, where relevant

- background information collected for statistical purposes (AVETMISS) which included information about prior education, academic history, schooling, place of birth, health, disabilities, English language proficiency and cultural background including if you identify as an Aboriginal or Torres Strait Islander.
- collection of personal information required to assess entitlements to, and administer any entitlement to, financial assistance under State and/or Commonwealth programs for supporting students such as Skills First Funding and VET Student Loans (where applicable) training, participation and assessment information
- fees and payment information
- information required for the issuance of a Unique Student Identifier

4. Collection of Information from third parties

We may also collect personal information about you from third parties, for example:

- from other educational institutions where necessary to verify qualifications and course credits for enrolment and assessment purposes
- from organisations where you may be completing a work placement, internship or practical component of your course or program of study, where applicable
- from your employer if your course is being supported by them or incorporated into your employment

5. Unique Student Identifiers (USI)

All learners participating in nationally recognised training from 1 January 2015 are required to have a Unique Student Identifier (USI) and provide it to Integrity prior to enrolment.

Integrity can generate a Unique Student Identifier on behalf of learners, once it has received permission from the learner to do so.

6. Storage and use of information

Integrity will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a secure location and electronically in a secure environment to which only authorised staff have access.

The personal information held about learners will only be used to enable efficient learner administration, provide information about training opportunities, issue statements of attainment and qualifications to eligible learners, and to maintain accurate and detailed records of learner course participation, progress and outcomes.

Integrity may use the personal information provided by a learner to market other internal products and services to them. Learners may opt out of being contacted for marketing purposes at any time by notifying the staff member they are speaking with of their wishes, contacting our office, or clicking the unsubscribe link in an email. Information will not be passed onto any third-party marketing companies without the prior written consent of the learner.

7. Disclosure of information

The personal information about learners enrolled in any course with Integrity may be shared with the Australian Government and designated authorities, such as Australian Skills Quality Authority (ASQA). ASQA is Integrity's registering body and its auditors, the USI Registrar (as per above), State Government Departments of Education & Training and the National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.

Integrity will not disclose a learner's personal information to another person or organisation unless:

- They are aware that information of that kind is usually passed to that person or organisation.
- The learner has given written consent.
- Integrity believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the learner concerned or another person.
- The disclosure is required or authorised by, or under, law.
- 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 public revenue.

Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

8. Access to and correction of records

Learners have the right to access or obtain a copy of the information that Integrity holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.

Requests to access or obtain a copy of the records held about a learner must be made by contacting our office using the *Access Records Form*. The learner must prove their identity to be able to access their records.

There is no charge for a learner to access the records that Integrity holds about them; however, there may be a charge for any copies made. Arrangements will be made within 5 working days for a learner to access their records.

9. Complaints

Any learner wishing to make a complaint or appeal about the way their information has been handled within Integrity can do so by accessing and following Integrity's *Complaints and Appeals Policy and Procedure*.

If you are not satisfied with our response to a complaint, or you consider that Integrity may have breached the Australian Privacy Principles or the Privacy Act, you are entitled to make a complaint to the Office of the Australian Information Commissioner.

The Office of the Australian Information Commissioner can be contacted by telephone on 1300 363 992. Full contact details for the Office of the Australian Information Commissioner can be found online at www.oaic.gov.au.