

## Privacy Policy

### Purpose

Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) collects personal information to provide training and assessment services.

The RTO takes the security of individual's private information and compliance with the Privacy Act seriously and for this reason use the information provided only for the purpose it was provided for.

Handling and protection of personal information is regulated under the Privacy Act 1988. The Privacy Act includes 13 Privacy Principles that apply to the handling and use of personal and sensitive information.

<https://www.oaic.gov.au/privacy/australian-privacy-principles/australian-privacy-principles-quick-reference>

Principle	Title	Purpose
<u>APP 1</u>	Open and transparent management of personal information	Ensures that APP entities manage <u>personal information</u> in an open and transparent way. This includes having a clearly expressed and up to date APP <u>privacy policy</u> .
<u>APP 2</u>	Anonymity and pseudonymity	Requires APP entities to give individuals the option of not identifying themselves, or of using a pseudonym. Limited exceptions apply.
<u>APP 3</u>	Collection of solicited personal information	Outlines when an APP entity can <u>collect</u> personal information that is solicited. It applies higher standards to the collection of <u>sensitive information</u> .
<u>APP 4</u>	Dealing with unsolicited personal information	Outlines how APP entities must deal with unsolicited personal information.
<u>APP 5</u>	Notification of the collection of personal information	Outlines when and in what circumstances an APP entity that collects personal information must tell an individual about certain matters.
<u>APP 6</u>	Use or disclosure of personal information	Outlines the circumstances in which an APP entity may use or disclose personal information that it holds.
<u>APP 7</u>	Direct marketing	An organisation may only use or disclose personal information for <u>direct marketing</u> purposes if certain conditions are met.
<u>APP 8</u>	Cross-border disclosure of	Outlines the steps an APP entity must take to protect personal information before it is disclosed overseas.

	personal information	
<u>APP 9</u>	Adoption, use or disclosure of government related identifiers	Outlines the limited circumstances when an organisation may adopt a government related identifier of an individual as its own identifier, or <u>use or disclose</u> a government related identifier of an individual.
<u>APP 10</u>	Quality of personal information	An APP entity must take reasonable steps to ensure the personal information it collects is accurate, up to date and complete. An entity must also take reasonable steps to ensure the personal information it uses or discloses is accurate, up to date, complete and relevant, having regard to the purpose of the use or disclosure.
<u>APP 11</u>	Security of personal information	An APP entity must take reasonable steps to protect personal information it holds from misuse, interference and loss, and from unauthorised access, modification or disclosure. An entity has obligations to destroy or de-identify personal information in certain circumstances.
<u>APP 12</u>	Access to personal information	Outlines an APP entity's obligations when an individual requests to be given <u>access to personal information</u> held about them by the entity. This includes a requirement to provide access unless a specific exception applies.
<u>APP 13</u>	Correction of personal information	Outlines an APP entity's obligations in relation to <u>correcting the personal information</u> it holds about individuals.

Personal information is defined under the Privacy Act as:

“Information or an opinion about an identified individual, or an individual who is reasonably identifiable”

(b) whether the information or opinion is true or not; and

(b) whether the information or opinion is recorded in a material form or not

The information within the Privacy policy is for Students, Staff and other individuals and made publicly available. This policy made available on the RTO's website and handbooks.

### **Collection of personal information**

Personal and sensitive information is collected through the enrolment process and payment of fees in carrying out its functions as a Registered Training Organisation (RTO). This information is collected in accordance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015, the National VET Regulator Act 2019, Data Provision Requirements and the requirements for Total VET Reporting (AVETMISS).

The information that we collect may include:

- name (including title);
- date of birth;
- contact information, including email address;
- demographic information such as postcode;
- job titles;
- school you are attending or teaching;
- indigenous background;
- ability/disability;
- language, literacy and numeracy skills;
- other information relevant to the customisation of a document on the Site;
- information about your business or personal affairs;
- information about your vocational needs;
- any audio or video-recording of you while participating in our training programs for assessment purposes;
- next of kin or parent/guardian;
- other information relevant to client surveys and/or promotions; and
- any other information requested on this Site or otherwise required by us or provided by you.

Sensitive information that is collected includes:

- Ethnicity and origin
- Language, literacy and numeracy support needs
- Health, disability and support needs
- Financial details such as credit card number

### **Disclosure of personal information**

Personal information about participants studying with Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) may be shared with Commonwealth and State Government agencies as required.

Information regarding participation and enrolment will be shared with the Australian Skills Quality Authority (ASQA) and the National Centre for Vocational Education Research (NCVER) and the

Department of Employment and Workplace Relationships (DEWR). For students studying and accessing government funding, it is important that you are aware that information is shared with the agency responsible for the funding.

Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) does not disclose an individual's personal information to another person or organisation unless:

- e) the individual concerned is aware that information is passed to that person or organisation;
- e) the individual concerned has given written consent to the disclosure;
- e) the Institute 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;
- e) 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.

Any person or organisation to whom personal information is disclosed as detailed in this policy is not to disclose or use the information for any other purpose than what it was supplied to them for.

### **Security and storage of information**

Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) will take all steps possible to protect the security of the personal information that it holds, including taking appropriate measures to protect electronic materials and hard copy documents. We protect the personal information we hold against loss, unauthorised access, misuse, modification, copying, download or disclosure. All staff of the Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) are bound to act in accordance with the Australian Privacy Principles, this Privacy and Personal Information Policy and privacy and confidentiality.

Where information held by the Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) is no longer required, and retention not required by law, then all information of a personal nature will be destroyed safely.

### **Access to personal information**

The RTO makes available to students their personal information and access to their records upon request. There is no charge for a student to access their student file although a charge may apply to make a copies of documents. For

access to Student records students should contact their Trainer or the administration staff.

### **Staff commitment to privacy and confidentiality**

All staff, upon commencement, are required to sign to confirm that they have received a copy of and understand the content of this policy. All staff are committed to and implement their responsibilities under the Australian Privacy Principles.

### **Updating personal information**

It is the individual's responsibility to keep the RTO up to date of any changes to contact details. Students are required to notify the RTO of any changes to personal details as soon as possible.

### **Complaints and Compliance with this policy and Australian Privacy Principles**

Any concerns regarding the privacy of personal information, may lodge a complaint to the Director in accordance with the Complaints and Appeals Policy and Procedure.

### **Evaluation**

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. All Students are encouraged to make contact should they wish to provide feedback or comments on any aspect of the service received.

## **Privacy Notice**

### **Introduction**

The Australian Government Department of Employment and Workplace Relations' VET Data Policy Part B, Clause 7.2: states:

Where personal information is collected from a student, RTOs must make students aware of the purposes for which their information may be collected, used or disclosed. RTOs must give the student a copy of the Privacy Notice at Schedule 1 of this Policy. This can be achieved by including the 'Privacy Notice' during the student's enrolment process.

The minimum mandatory content for inclusion in a Privacy Notice as at Schedule 1 of the VET Data Policy is provided below, and is to be used from 1 January 2021. This content is also available on the Department of Employment and Workplace Relations' website: - <https://www.dewr.gov.au/>.

### **Privacy Notice**

#### Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

#### How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

#### How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

#### How NCVER and other bodies handle your personal information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, state and territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy). If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

#### Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

#### Contact information

At any time, you may contact Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- if you have any question about this Privacy Notice - For more information contact Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) [info@barclaythomastraining.com.au](mailto:info@barclaythomastraining.com.au)