

## PRIVACY POLICY

ESI Training & Consulting Pty Ltd (ESITC - the RTO) is committed to maintaining the privacy of students and staff in accordance with the Privacy Act 1988. This Act was amended by the Privacy amendment (Enhancing Privacy Protection) Act 2012, which includes 13 Australian Privacy Principles.

Our policy for complying with these Principles are as follows:

### **Australian Privacy Principle 1 – open and transparent management of personal information**

As a Registered Training Organisation (RTO), we need to collect and retain certain types of personal information. We are also required to disclose some of this information to relevant government departments and agencies. This collection of information applies to all RTO's.

The information we collect and hold are specified by the *Australian Skills Quality Authority (ASQA)* and the *National Centre for Vocational Education Research (NCVER)*. ASQA conduct audits on all RTO's to ensure all policies and procedures are being correctly followed.

Our student enrolment forms contain certain questions relevant to the Department of Industry and its agencies. This information is used by the department/s for statistical purposes and allocation of government funding.

All documents contain contact information for ESITC should the student have concerns in regard to the management of their personal information

### **Disclosure of Information**

ESITC will only disclose this information to authorised people employed by the company and the applicable government or agencies as required.

Personal information will never be released to unauthorised recipients.

### **Privacy Complaints**

Any complaints about a privacy matter should be sent in writing to ESI Training & Consulting Pty Ltd, where it will be investigated and dealt with accordingly.

Should an unsatisfactory outcome be reached, you can refer the matter to the:  
*Office of the Australian Information Commissioner*

### **Australian Privacy Principle 2 – anonymity and pseudonymity**

This Principle allows students under some circumstances to use a pseudonym or to not identify themselves when dealing with an organisation.

However, as an RTO, we are exempt from this Principle by other laws that relate directly to our activities as an RTO – in particular, the *National Vocational Education and Training Regulator Act 2011* and the *Standards for Registered Training Organisations 2015*

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### **Australian Privacy Principle 3 – collection of solicited personal information**

We only collect personal information that is necessary for us to comply with our responsibilities as an RTO.

We only collect sensitive information from students when it is required by law in our responsibilities as an RTO.

We ensure that the collection methods used are fair and lawful.

### **Australian Privacy Principle 4 – dealing with unsolicited personal information**

Any personal information that has not been requested and does not relate to any RTO functions, duties or requirements, will be destroyed (refer to Principle 11)

### **Australian Privacy Principle 5 – notification of the collection of personal information**

Personal information is gathered by means of documents (such as enrolment forms) that clearly identify ESITC as the recipient of the information.

### **Australian Privacy Principle 6 – use or disclosure of personal information**

Collection of information will only be used for its intended purpose in carrying out our responsibilities and duties as an RTO or as required by law, to the relevant government departments and its agencies.

### **Australian Privacy Principle 7 – direct marketing**

ESITC will not use or disclose any personal information for the purposes of direct marketing unless authorised by the student.

Students have the choice to 'opt-out' of any direct marketing solicited by ESITC

### **Australian Privacy Principle 8 – cross border disclosure of personal information**

ESITC do not disclose any information to overseas recipients including marketing firms.

### **Australian Privacy Principle 9 – adoption, use or disclosure of government related identifiers**

In our functions as an RTO, we are required to use the Unique Student Identifier (USI) to identify students who have attended any training courses offered by ESITC. The 'USI' is a form of government related identifier and its use is governed by the Department of Industry. ESITC complies with all Department provisions and guidelines in the use of 'USI's'.

ESITC do not use any other government related identifiers unless there is a legitimate reason for doing so, such as using a form of ID to obtain or generate a USI on the student's behalf.

### **Australian Privacy Principle 10 – quality of personal information**

ESITC ensure personal information collected is accurate, up to date and complete.

This may be by means of contacting the student to clarify problems, incorrect and/or missing information.

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### **Australian Privacy Principle 11 – security of personal information**

Hard copy files and records relating to any training conducted by ESITC are securely kept in the company's head office and are only accessible by authorised persons.

Electronic files and records relating to any training conducted by ESITC are kept on company computers/drives, which are backed up on a weekly basis. These files and records can only be accessed by authorised persons.

ASQA require RTO's to retain all completed paper based training records and files for a minimum period of six months from the date of assessment competency. During this period, records are made available to authorised government agencies upon request.

Once the six month period has elapsed, we are permitted to destroy paper based records and files. This is periodically done by batch shredding.

All RTO's are still required to maintain records of the student's results for at least 30 years. These types of records must contain sufficient details to enable ESITC to reproduce any certifications relating to the student's completed training. ESITC make use of a 'Student Management' database to retain this information.

Requests for copies of certifications can only be made by the student and issued once personal details have been verified.

### **Australian Privacy Principle 12 – access to personal information**

Students who request to see the information ESITC hold in their personal file will be given access, unless there is an 'exception to access' under this Principle.

### **Australian Privacy Principle 13 – correction of personal information**

ESITC will ensure the information we hold is accurate, up to date, relevant, not misleading and complete. Any information that does not meet these standards will be updated as reasonably practicable.

If a student advises information provided to another party by ESITC is incorrect, steps will be taken by ESITC to rectify this as soon as reasonably practicable.

Further information relating to Australian Privacy Principle can be found here:

[Australian Privacy Principles](#)