



Policy 11: Privacy

Australian Skills Group (ASG) is committed to our obligations under the Privacy Act including the Australian Privacy Principles (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012. ASG recognises the importance of protecting personal information which it may be required to collect from individuals and organisations associated with its business activities.

1. Collection and Use of Personal of Information

Personal information, including sensitive information, is collected from individuals in order that Australian Skills Group can carry out its business functions. ASG only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment. This includes:

- Providing services to clients
- Managing employee and contractors
- Promoting products and services
- Conducting internal business functions and activities
- Requirements of stakeholders

In the course of providing the above and in order to meet legislated RTO requirements, the type of personal information ASG collects and holds includes personal, contact, employment, educational background, demographics, financial billing details, course progress and results information. Sensitive information ASG is required to hold may include identity details, employee details, HR information, complaint or issue information, disability & other individual needs, indigenous status.

Where possible ASG collects personal information directly from the individual on paper forms or through its online enrolment system. Personal information may also be collected via the ASG website, social media, employers and third parties involved in the enrolment process.

- ASG also receives solicited and unsolicited information from third party sources in undertaking service delivery activities which may include:
 - State and Commonwealth Governments
- Australian Apprenticeship Centres
- Employers (and their representatives), Job Network Providers, Schools
- Service providers such as background check providers

ASG will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up to date and complete.

2. Disclosure of Personal Information

As Registered Training Organisation ASG are required to disclose personal, enrolment and course information about students to the Australian Commonwealth and State Government Departments, Agencies and designated authorities including the Australian Skills Quality Authority (ASQA) and the National Centre for Vocational Education and Research (NCVER). ASG may also be required to provide information to your employer if you are enrolled under the Australian Apprenticeship scheme, or where you have provided us with permission to share your course information with a third party.

It is unlikely that ASG will be required to disclose any personal information to overseas recipients unless required to do so as part of the international student enrolment process.



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ASG will not disclose an individual's personal information to another person or organisation unless:

- The individual concerned has given written consent to the disclosure.
- The individual concerned is reasonably likely to have been aware that information of that kind is usually passed on to that person or organisation.
- ASG believes it necessary to prevent or lessen a serious and imminent threat to life or health of the individual or another person.
- The disclosure is required or authorised by law.

3. Storage, Security, Retention and Destruction of Personal Information

ASG will take all reasonable steps to protect personal information it holds against misuse and loss by:

- Storing it in secure, password protected systems such as learning management system, student management system, financial management system.
- Restricting access to information to only relevant staff and authorised personnel.
- Securing all hard copy files in locked cabinets in secure locations.
- Destroying information securely after the required retention period.
- Ensuring internal IT system has robust internal security to server locations and server system access.
- Ensuring virus protection, back-up procedures and ongoing monitoring procedures are in place.

As required by law, ASG shall transfer to ASQA all necessary RTO records should ASG cease operations as an RTO.

4. Accessing and Seeking Correction of Personal Information

ASG confirms all individuals have a right to request access to their personal information held and to request its correction at any time. In order to request access to, or correction of, personal information contact info@asg.edu.au or call 08 9389 8233.

Where access to personal information is requested by a third party ASG shall ensure that:

- Only appropriately authorised parties, for valid purposes, will be provided access to the information
- Where legally possible, the individual to whom the information relates will be contacted to confirm consent (if consent not previously provided).

5. Complaints and Privacy Concerns

If you have any concerns about ASG's handling of your personal information please contact the General Manager Quality and Compliance on 07 3889 8233. The ASG Complaints and Appeals procedure is also available for formal complaints. Refer to www.asg.edu.au for details.

Authorised by:

Paul Scaysbrook
Director