





**TRAINING**

**Policy**

# Privacy

Document Control			
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Authorised:		Date:	
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## ASSUMPTIONS

The Housing Industry Association Ltd has gained Registered Training Organisation status through the Australian Skills Quality Authority. HIA Training is a division of the Housing Industry Association delivering accredited training and assessment services under the regulation of the Australian Skills Quality Authority (ASQA).

Where the words “we”, “our” or “us” have been used in this document they can be assumed to mean the above legal or departmental name.

Our policies exist to provide guidance on the behaviour, obligations, responsibilities and culture of our business.

## PURPOSE

This Policy guides our behaviours and processes which support the individual’s right to have their privacy protected and the information they provide to us stored and used responsibly.

## POLICY

We respect the privacy of the personal information gathered and take the storage and security of this information seriously.

We aim to operate at all times in accordance with the Australian Privacy Principles (APP) under the Privacy Act 1988 (Cth). We collect personal information as part of the enrolment process and delivery of training services. We ensure that all stakeholders are aware of what personal information is collected and how that information is stored, used and protected.

## SCOPE

This Policy applies to the collection, storage, maintenance and disposal of personal information gathered from participants as part of the delivery of training and assessment services.

## DELEGATION

This Policy and Procedure is owned by the CEO of Housing Industry Association. Responsibility for ensuring adherence to this Policy and Procedure has been delegated to the General Manager of Training.

## DEFINITIONS

The Privacy Act 1988 (Privacy Act) regulates how personal information is handled. The Privacy Act defines personal information as:

*...information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable.*

Common examples are an individual's name, signature, address, telephone number, date of birth, medical records, bank account details and commentary or opinion about a person.

## **PROCEDURE**

### ***General***

We will make all reasonable efforts to protect confidential information received from participants during the course of our training and assessment services. This information will not be disclosed without the prior consent of the participant.

### ***Types of personal information collected***

Personal information collected ensures positive identification of a participant and development of a suitable training and assessment program. Information collected generally includes:

- name
- gender
- date of birth
- address
- contact number
- email address
- literacy level
- prior course results
- welfare information

### ***How and why personal information is collected***

Where possible we collect personal information directly from the participant as part of services delivered. In some instances personal information may be sourced from a third party that has been referred to us by the participant.

We will only collect personal information that is necessary to perform functions and duties related to the delivery of training and assessment services.

Generally the personal information is used for the following purposes:

- a. to determine suitability for a course
- b. to apply for the USI on behalf of a participant
- c. to analyse participants needs
- d. to comply with specific reporting requirements of NCVER
- e. to issue Certificates and Statements of Attainment to appropriate individuals
- f. to comply with requirements from the National VET Regulator ASQA

### ***Use and disclosure of information***

Information collected will not be divulged to any third party for any reason other than the primary purpose for its collection. Personal Information can be shared if:

- It is necessary for the purpose for which it was collected or for a secondary purpose which is directly related to that purpose
- The disclosure is authorised by law, or for law enforcement or investigation
- The disclosure is necessary to lessen or prevent a serious and imminent threat to life, health or safety
- The person consents to the disclosure in writing

### ***Security of personal information collected***

We are committed to protecting participant rights to privacy and will take all reasonable steps to ensure personal information is stored in a secure environment protected from unauthorised access, modification and disclosure. When we no longer require the personal information, we will dispose of the records in line with our Records Management Policy.

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

Paper-based documents containing personal information are kept in a locked filing cabinet and held within a secure area of our premises.

Where documents are required to be transferred to another location, personal information is transported securely in an envelope, folder or document bag.

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

Information directly relevant to the issuance of Certificates and Statements of Attainment will be kept electronically for 30 years.

### ***Accuracy of personal information***

We will take reasonable steps to ensure that the personal information we collect, use and disclose is accurate, complete and up to date. If a participant considers their personal information is not accurate, complete or up to date, then they can request that the information be amended.

### ***Access to personal information***

A participant can request access to the personal information held by us by contacting their local HIA office and requesting an Access to Records Form. There is no charge for a participant to access personal information, however HIA Training may charge a fee to make a copy of this information.