

Privacy Policy and Procedure

PURPOSE

This statement outlines the policy on how Elite Training Institute (ETI) uses and manages personal information provided to or collected by it. ETI is bound by the National Privacy Principles contained in the Commonwealth Privacy Act.

SCOPE

This policy applies to all:

- staff of ETI
- learners of ETI

POLICY

ETI may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to RTO operations and practices and to make sure it remains appropriate to the changing RTO environment.

Learners may be contacted and requested to participate in a National Centre for Vocational Education Research (NCVER) survey or a Department-endorsed project or audit or review.

The Education and Training Reform Act 2006 requires ETI to collect and disclose personal information for a number of purposes including the allocation to learners of a Unique Learner Identifier (USI).

In the course of its business, ETI may collect information from learners or potential learners, either electronically or in hard copy format, including information that personally identifies individual users. We may also record various communications that learners or potential learners have with us.

In collecting personal information we will comply with the national privacy principles set out in the Privacy Act 1988.

PROCEDURE

Collection and use of personal information

ETI will only collect personal information by fair and lawful means which is necessary for the functions of ETI and is committed to ensuring the confidentiality and security of the information provided to us.

The personal information supplied by individuals to ETI will only be used to provide information about study opportunities, program administration, and academic information and to maintain proper academic records. If an individual chooses not to give ETI certain information, then we may be unable to enrol the individual in a program or supply them with appropriate information.

Disclosure of personal information

Personal information about learners studying with ETI may be shared with the Australian Government, designated authorities and Education department. ETI needs to share the information for AVETMISS reporting and NCVER survey. This information includes personal and contact details, program enrolment details and changes, and the circumstance of any suspected breach of a learner visa condition.

Any person or organisation to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

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

- the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;
- the individual concerned has given written consent to the disclosure;
- ETI 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;
- the disclosure is required or authorised by or under law.

Security of personal information

ETI 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.

ETI will store securely all records containing personal information and take all reasonable security measures to protect, personal information collected by us from unauthorised access, misuse or disclosure.

Right to access and correct records

Individuals have the right to access or obtain a copy of the personal information that the ETI holds about them. Requests to access or obtain a copy of personal information must be made in writing using Access to Records Request Form. There is no charge for an individual to access personal information that ETI holds about them; however, we may charge a fee to make a copy, if it required to be posted. Individuals

will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended using Personal Detail Form or Learner Request Form. Where a record is found to be inaccurate, a correction will be made. Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Written requests for access to or to obtain a copy of personal information held by ETI should be done using Student General Request form. The written form can be scanned and email to Student Support Services at info@eti.edu.au, or post should be sent to: Level 3 and 7, 20 Otter street Collingwood Victoria 3066.