

Privacy Policy

Definitions

'Company' refers to Improve Group.

'Staff' refers to employees and contractors employed/engaged by the Company.

'APP' refers to the Australian Privacy Principle.

Purpose

The purpose of the Privacy Policy is to provide guidelines involved in protecting the personnel and client records of the Company. The Company is committed to maintaining the privacy and confidentiality of its personnel and client records. The Company complies with the *Privacy Act 1988* including the 13 Australian Privacy Principles (APPs) as outlined in the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

Providing an overall framework for our privacy practices, the Company has developed and implemented this APP Privacy Policy.

Scope

The scope of this policy extends to all staff, clients, students and parties by which the Company must collect personal and confidential information from, in the course of operations.

Personal Information Management

Australian Privacy Principle 1 – Open and transparent management of personal information

Purposes for information collection, retention, use and disclosure:

- The Company must collect, hold, use and disclose information from clients and stakeholders for a range of purposes, including but not limited to:
 - Providing training and assessment services to clients;
 - Managing employee and contractor teams;
 - Promoting products and services;
 - Conducting internal business functions and activities;
- As a registered training organisation regulated by the Australian Skills Quality Authority, the Company is required to collect, hold, use and disclose a range of personal information from clients and their participants enrolled in nationally recognised training programs. This information requirement is outlined in the *National Vocational Education and Training Regulator Act 2011* and associated legislative instruments. In particular, the legislative instruments:
 - *Standards for Registered Training Organisations 2015*; and
 - *Data Provision Requirements 2012*.
- It is noted that, aligned with these legislative requirements, the Company delivers services through a range of Commonwealth and State Government funding contract agreement arrangements, which also includes various information collection and disclosure requirements. Individuals are advised that due to these legal requirements, the Company discloses information held on individuals for valid purposes to a range of entities including Governments (Commonwealth, State or Local).

Kinds of personal information collected and held:

- The following types of personal information are generally collected, depending on the need for service delivery:
 - Contact details;
 - Employment details;
 - Educational background;
 - Demographic Information;
 - Course progress and achievement information; and
 - Financial billing information.
- The following types of sensitive information may also be collected and held:
 - Identity details;
 - Employee details & HR information
 - Complaint or issue information;
 - Disability status & other individual needs;
 - Indigenous status

How personal information is collected:

- The Company's usual approach to collecting personal information is to collect any required information directly from the individuals concerned. This may include the use of forms (such as enrolment forms) and the use of web based systems (such as online enquiry forms or web portals).

Clickstream data and cookies:

- When you visit the Company website, the server makes a record of your visit and makes a record of the following information;
 - Your server address;
 - Your top level domain name (for example; .com.gov.au.edu.);
 - The time and date of visit to the site;
 - The pages and documents you visited and viewed; and
 - The type of browser you are using.

How personal information is held:

- The Company's usual approach to holding personal information includes robust storage and security measures at all times. Information on collection is;
 - Converted to electronic means, as soon as practical;
 - Stored in secure, password protected systems.
- Only authorised personnel are provided with login information to each system, with system access limited to only those relevant to their specific role. The Company's IT systems are hosted in an internal, secure, physical server location and server systems access. Virus protection, backup procedures and ongoing access monitoring procedures are in place.
- Destruction of paper based records occurs as soon as practicable in every matter, through the use of secure shredding and destruction services.

Retention and Destruction of Information:

- The Company undertakes secure destruction of personal information records as soon as possible, after required use and storage periods have ended;
- The Company ensures that all information is destroyed through the use of shredders prior to be discarded;
- The Company maintains soft copies of records for the specified time frame.

Accessing and seeking correction of personal information:

- The Company 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 personal records, individuals are to make contact with the Company, via admin@improvetgroup.com.au.
- A number of third parties, other than the individual, may request access to an individual's personal information. Such third parties may include employers, Australian Apprenticeships Centres, Governments (Commonwealth, State or Local) and various other stakeholders. In all cases where access is requested, IGLS will ensure that:
 - Where legally possible, the individual to whom the information relates will be contacted to confirm consent (if consent not previously provided for the matter); and
 - Only appropriately authorised parties, for valid purposes, will be provided access to the information.

Complaints about a breach of the APPs or a binding registered APP code:

- If an individual feels that the Company may have breached one of the APPs, contact us at admin@improvetgroup.com.au and access the *Complaints Procedure*.

Likely overseas disclosures:

- The Company confirms that individuals' personal information is not disclosed to overseas recipients.

Making our APP Privacy Policy available:

- The Company provides our APP Privacy Policy available free of charge, with all information being publicly available from our Student Handbook links on the website.

Review and Update of this APP Privacy Policy:

- The Company reviews this APP Privacy Policy;
 - On an ongoing basis, as suggestions or issues are raised and addressed, or as government required changes are identified;
 - Through our internal audit processes; and
 - As a component of each and every complaint investigation process where the complaint is related to a privacy matter.
- Where this policy is updated, changes to the policy are widely communicated to stakeholders through internal personnel communications, meetings, training and documentation, and externally through publishing of the policy on the Company website and other relevant documentation for clients.

Australian Privacy Principle 2 – Anonymity and Pseudonymity:

The Company provides individuals with the option of not identifying themselves, or of using a pseudonym, when dealing with us in cases of general course enquiries or other situations in which an individual's information is not required to complete a request. The Company only stores and links pseudonyms to individual personal information in cases where this is required for service delivery (such as system login information) or once the individual's consent has been received.

Requiring identification:

- The Company must require and confirm identification for delivery to individuals of nationally recognised course programs. It is a *Condition of Registration* as an RTO under the *National Vocational Education and Training Regulator Act 2011* that the Company identifies individuals and their specific individual needs on commencement of service delivery, and collect and disclose Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS) data on all individuals enrolled in nationally recognised training programs. Other legal requirements, as noted earlier in this policy, also require considerable identification arrangements.
- There are also other occasions within the service delivery where an individual may not have the option of dealing anonymously or by pseudonym, as identification is practically required in order to effectively support an individual's request or need.

Australian Privacy Principle 3 – Collection of Solicited Personal Information

- The Company only collects personal information that is reasonably necessary for conducting business activities;
- The Company only collects sensitive information in cases where the individual consents to the sensitive information being collected, except in cases where the Company is required to collect this information by law, such as outlined earlier in this policy.
- All information collected is collected only by lawful and fair means.

Australian Privacy Principle 4 – Dealing with Unsolicited Personal Information:

- The Company may, from time to time, receive unsolicited personal information. Where this occurs, the Company promptly reviews the information to decide whether or not the information could have been collected for the purpose of business activities. Where this is the case, the Company may hold, use and disclose the information appropriately as per the practices outlined in this policy.
- Where the Company could not have collected this information (by law or for a valid business purpose) the Company immediately destroys or de-identifies the information (unless it would be unlawful to do so).

Australian Privacy Principle 5 – Notification of the Collection of Personal Information

- Whenever the Company collects personal information about an individual, reasonable steps are taken to notify the individual of the details of the information collection or otherwise ensure the individual is aware of those matters. This notification occurs at or before the time of collection, or as soon as practicable afterwards.
- Company notifications to individuals on data collection include:
 - Company identity and contact details, including the position title, telephone number and email address of a contact who handles enquiries and requests relating to privacy matters;
 - The facts and circumstances of collection such as the date, time, place and method of collection, and whether the information was collected from a third party, including the name of that party;
 - If the collection is required or authorised by law, including the name of the Australian law or other legal agreement requiring the collection;
 - The purpose of collection, including any primary and secondary purposes;
 - The consequences for the individual if all or some personal information is not collected;

- Other organisations or persons to which the information is usually disclosed, including naming those parties;
- Whether the Company is likely to disclose the personal information to overseas recipients, and if so, the names of the recipients and the countries in which such recipients are located.
- A link to this APP Privacy Policy on the Company website or explain how it may be accessed; and
- Advise that this APP Privacy Policy contains information about how the individual may access and seek correction of the personal information held by the Company; and how to complain about a breach of the APPs, and how the Company will deal with such a complaint.
- Where possible, the Company ensures that the individual confirms their understanding of these details, such as through signed declarations, website form acceptance of details or in person through questioning.

Collection from third parties:

- Where the Company collects personal information from another organisation, the Company will;
 - Confirm whether the other organisation has provided the relevant notice above to the individual; or
 - Whether the individual was otherwise aware of these details at the time of collection; and
 - If this has not occurred, the Company will undertake this notice to ensure the individual is fully informed of the information collection.

Australian Privacy Principle 6 – Use or Disclosure of Personal Information

- The Company only uses or discloses personal information it holds about an individual for the particular primary purposes for which the information was collected, or secondary purposes in cases where:
 - An individual consented to a secondary use or disclosure;
 - An individual would reasonably expect the secondary use or disclosure, and that is directly related to the primary purpose of collection; or
 - Using or disclosing the information is required or authorised by law.

Requirement to make a written note of use or disclosure for this secondary purpose:

- If the Company uses or discloses personal information in accordance with an 'enforcement related activity' a written note of the use or disclosure will be made.

Australian Privacy Principle 7 – Direct Marketing

- The Company does not use or disclose the personal information that it holds about an individual for the purpose of direct marketing, unless:
 - The personal information has been collected directly from an individual, and the individual would reasonably expect their personal information to be used for the purpose of direct marketing; or
 - The personal information has been collected from a third party, or from the individual directly, but the individual does not have a reasonable expectation that their personal information will be used for the purpose of direct marketing; and
 - The Company will provide a simple method for the individual to request not to receive direct marketing communications (also known as 'opting out').

- On each of the direct marketing communications, the Company provides a prominent statement that the individual may request to opt out of future communications, and how to do so.
- An individual may also request at any stage that the Company not to use or disclose their personal information for the purpose of direct marketing, or to facilitate direct marketing by other organisations. The Company complies with any request by an individual promptly and undertake any required actions for free.

Australian Privacy Principle 8 – Cross-Border Disclosure of Personal Information

- The Company does not disclose personal information about an individual to any overseas recipient.

Australian Privacy Principle 9 – Adoption, Use or Disclosure of Government Related Identifiers

- The Company does not adopt, use or disclose a government related identifier related to an individual except:
 - In situations required by Australian law or other legal requirements;
 - Where reasonably necessary to verify the identity of the individual;
 - Where reasonably necessary to fulfil obligations to an agency or a State or Territory authority; or
 - As prescribed by regulations.

Australian Privacy Principle 10 – Quality of Personal Information

- The Company takes reasonable steps to ensure that the personal information it collects is accurate, up-to-date and complete. Reasonable steps are taken to ensure that the personal information used or disclosed is, having regard to the purpose of the use or disclosure, accurate, up-to-date, complete and relevant. This is particularly important when:
 - The Company initially collects the personal information; and
 - The Company uses or discloses personal information.
- The Company takes steps to ensure personal information is factually correct. In cases of an opinion, the Company will ensure information takes into account competing facts and views and makes an informed assessment, providing it is clear this is an opinion. Information is confirmed up-to-date at the point in time to which the personal information relates.
- Quality measures in place supporting these requirements include:
 - Internal practices, procedures and systems to audit, monitor, identify and correct poor quality personal information (including training staff in these practices, procedures and systems);
 - Protocols that ensure personal information is collected and recorded in a consistent format, from a primary information source when possible;
 - Ensuring updated or new personal information is promptly added to relevant existing records;
 - Reminding individuals to update their personal information at critical service delivery points (such as completion) when the Company engages with the individual;
 - Contacting individuals to verify the quality of personal information where appropriate when it is about to be used or disclosed, particularly if there has been a lengthy period since collection;

Australian Privacy Principle 11 – Security of Personal Information

- The Company takes active measures to consider whether it is able to retain personal information being held, and also to ensure the security of personal information being held.

This includes reasonable steps to protect the information from misuse, interference and loss, as well as unauthorised access, modification or disclosure.

- The Company destroys or de-identifies personal information held once the information is no longer needed for any purpose for which the information may be legally used or disclosed.
- Access to Company offices is limited to personnel only - visitors to the premises must be authorised by relevant personnel and are accompanied at all times. With regard to any information in a paper based form, storage of records is maintained in an appropriately secure place to which only authorised individuals have access.
- Regular staff training and information bulletins are conducted with Company personnel on privacy issues, and how the APPs apply to the practices, procedures and systems. Training is also included in personnel induction practices.
- The Company conducts ongoing internal audits of the adequacy and currency of security and access practices, procedures and systems implemented.

Australian Privacy Principle 12 — Access to Personal Information

- Where the Company holds personal information about an individual, access to the information is provided to that individual on their request. In processing requests, the Company;
 - Ensures through confirmation of identity that the request is made by the individual concerned, or by another person who is authorised to make a request on their behalf;
 - Respond to a request for access:
 - Within 14 calendar days, when notifying refusal to give access, including providing reasons for refusal in writing, and the complaint mechanisms available to the individual; or
 - Within 30 calendar days, by giving access to the personal information that is requested in the manner in which it was requested.
 - Provide information access free of charge.

Australian Privacy Principle 13 – Correction of Personal Information

- The Company takes reasonable steps to correct personal information being held, to ensure it is accurate, up-to-date, complete, relevant and not misleading, having regard to the purpose for which it is held.

Individual Requests:

- On an individual's request, the Company will;
 - Correct personal information held; and
 - Notify any third parties of corrections made to personal information, if this information was previously provided to these parties.
- In cases where the Company refuses to update personal information, the Company will;
 - Give a written notice to the individual, including the reasons for the refusal and the complaint mechanisms available to the individual;
 - Upon request by the individual whose correction request has been refused, take reasonable steps to associate a statement with the personal information that the individual believes it to be inaccurate, out-of-date, incomplete, irrelevant or misleading;
 - Respond within 14 calendar days to these requests; and
 - Complete all actions free of charge.

Correcting at the Company's initiative:

- The Company takes reasonable steps to correct personal information held in cases where the Company is satisfied that the personal information held is inaccurate, out-of-date, incomplete, irrelevant or misleading (that is, the information is faulty). This awareness may occur through collection of updated information, in notification from third parties or through other means.

