

Policy Name:	Privacy Policy
Policy No.	RC2.0
Issued:	20 March 2023
Reviewed:	

Purpose

To communicate HITsa's approach to carefully managing personal information in line with Australian Privacy Principles.

Areas Affected

All business activities that involve personal or sensitive information.

General

HITsa Training and Employment Pty Ltd ABN 39 058 716 484 (HITsa) is committed to providing quality services.

This policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aoic.gov.au

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include names, addresses, email addresses, phone, date of birth and gender.

This Personal Information is obtained in many ways including

- Enrolment forms (paper and online) completed and submitted by Learners
- Correspondence, phone calls and emails from third parties such as employers, Job Service Providers, Government Departments, Police or other Registered Training Organisations.
- Social media and website

We collect your Personal Information for the primary purpose of carrying out our functions and activities approved through our registration as a Registered Training Organisation. The services we provide to you include

- Creating and maintaining records of your learning progress
- Reporting the outcomes you achieve from your learning
- Preparing you for work placement
- Providing information to our partners for the purpose of undertaking a service in support of our training and employment endeavours
- Marketing.
- We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

We may use Personal Data collected from you for the purpose of providing you with direct marketing material, updates regarding our service and information in the form of a newsletter. This will only apply if you have registered or subscribed to such publications by providing your permission to receive. However if you wish to cease receiving any such information you may let us know either by email or unsubscribing at any time and your request will be actioned immediately.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties, such as employers or job service providers. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Under the *Data Provision Requirement 2012* HITsa is required to collect personal information and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Personal information that has been disclosed to NCVER may be used or disclosed for the following purposes by NCVER

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- To populate authenticated VET transcripts
- To facilitate statistics and research relating to education, including surveys and data linkage
- To pre-populate RTO student enrolment forms
- To understand how VET market operates for policy, workforce planning and consumer information
- To administer VET, including program administration, regulation, monitoring and evaluation.

Security of Personal Information

Your personal information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

HITsa will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time. It is available on our website and made available to each Learner at time of enrolment.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

353 Cross Road, Clarence Gardens
info@hitsa.com.au
08 8375 2800

Closed Circuit Television Surveillance

Closed circuit television is used to conduct surveillance at Clarence Gardens and Salisbury training locations. This includes internal and external areas. Signage is displayed advising of this practice. This footage may be viewed by management at any time. In addition any footage containing illegal activity may be handed over to the relevant Authorities.

END

Reference:

<https://business.vic.gov.au/tools-and-templates/privacy-policy-template>

<https://www.oaic.gov.au/privacy/australian-privacy-principles>

Date	Version	Amendment(s)
20.03.23		Original Document – Replaces HITP0018/10