

PRIVACY POLICY AND ASSOCIATED PROCEDURES

PRIVACY ACT

Under the Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012 (s6(1)), personal and sensitive information is defined as follows:

- Personal information: "information or an opinion about an identified individual, or an individual who is reasonably identifiable: (a) whether the information or opinion is true or not; and (b) whether the information or opinion is recorded in a material form or not."
- Sensitive information: "(a) information or an opinion about an individual's: (i) racial or ethnic origin, or (ii) political opinions, or (iii) membership of a political association, or (iv) religious beliefs or affiliations, or (v) philosophical beliefs, or (vi) membership of a professional or trade association, or (vii) membership of a trade union, or (viii) sexual preferences or practices, or (ix) criminal record, that is also personal information; or (b) health information about an individual; or (c) genetic information about an individual that is not otherwise health information; or (d) biometric information that is to be used for the purposes of automated biometric verification or biometric identification; or (e) biometric templates".

PURPOSE OF THE POLICY

This policy and associated procedures outline KAA's approach to ensuring the privacy and confidentiality of all of its staff, students and relevant others.

This policy and associated procedures meet the requirements of information management of Standard 4.3 of the Outcome Standards for RTOs and Compliance Requirements (Section 1) regarding information management, as well as Standard 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, as well as the National VET Regulator (Data Provision Requirements) Instrument 2020 and National VET Data Policy.

POLICY STATEMENTS

PRIVACY LEGISLATION AND PRINCIPLES

KAA has adopted the Australian Privacy Principles contained in the Privacy Act 1988.

COLLECTION OF PERSONAL INFORMATION

- KAA collects personal information only for the purposes of its business operations.
- KAA also collects personal information about students undertaking nationally recognised training and discloses this information to the National Centre for Vocational Education Research Ltd (NCVER).
- KAA provides information to staff and students about why their information is being collected and how it will be used, as well as their ability to access information held about them.

- Both staff and students have the right to request that their personal information be changed.
- A Privacy Notice is included in the Application for Enrolment Form and Offer Letter and Student Agreement.
- Staff contracts refer to privacy rights and obligations.
- All personal information is kept secure and confidential at all times.
- All persons have the right to make a complaint or appeal in relation to privacy matters as per KAA's Complaints and Appeals Policy and Procedures.

SENSITIVE INFORMATION

KAA also collects 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 only be used by KAA;

- for the primary purpose for which it was obtained
- for a secondary purpose that is directly related to the primary purpose
- with an individual's consent; or where required or authorised by law.

COLLECTION AND USE

KAA collects personal information, either directly or indirectly, that is reasonably necessary for, or directly related to its delivery of the services it offers. Some of the information collected may be regarded as 'sensitive' as defined by the Privacy Act. In broad terms, the kinds of personal information and purposes for which it is collected are:

Solicited information

- Contact information such as name, organisation, position, address, telephone, and email are collected for marketing, support services, mandatory reporting and for communicating with stakeholders as part of our day to day operation.
- In addition to information collected training activity, KAA will also collect, store and report information relating to satisfaction surveys, complaint handling and on our client employers.
- Names, addresses, phone numbers, emergency contact details, bank account details and other employment related information is collected from employees for the purpose of managing human resources. The management of staff personal information complies with this policy.

Collection methods

- Student personal and sensitive information as well as training activity information is prescribed by the AVETMIS Standard. This information is collected directly from our students using enrolment forms which may be paper based or electronic and other administrative forms including but not limited to complaint forms, recognition application, request for a refund, transfer application, etc. Much of this information is

entered into our student management software called "RTO Manager". Hard copy records are retained within our student files.

- Survey responses are collected using our Employer and Student Satisfaction Surveys which are issued both in hard copy and electronic format. These survey results are returned to the office and entered into our RTO Manager (KAA Student Management System) and SharePoint. Survey forms once entered into RTO Manager (KAA Student Management System), and SharePoint is either destroyed if a hard copy or permanently deleted if in electronic form.
- Enquiry information from prospective students, including personal contact information, is collected directly from individuals who make data requests either by telephone or email in person or via our website.
- KAA personal information is collected from individuals on employment commencement.

SENSITIVE INFORMATION

- Personal information collected by KAA that may be regarded as 'sensitive' under the Privacy Act includes:
 - 'Disability' and 'long-term impairment status' (health); and 'indigenous status', 'language spoken at home', 'proficiency in spoken English', 'country of birth' (implies ethnic/racial origin). This information is specified in the AVETMISS data elements and is collected for the national VET data collections, national VET surveys, and may be collected for VET-related research.
 - 'Dietary requirements' (health-related) are collected for event catering purposes only.
 - Biographical information, which may contain information on 'affiliations' and 'membership of a professional or trade association'
 - 'Memberships of professional associations' and 'health and work injury information' is collected from KAA employees for HR management purposes.

GOOGLE ANALYTICS AND COOKIES

Google Analytics is a web service provided by Google Inc. Cookies are used to generate data on website activity and usage. The cookies, which include IP addresses, are transmitted to and stored in Google servers in the United States where they are used to compile web-use reports. Google may transfer this information to third parties, where required by law, or for information processing on its behalf. Google will not associate IP addresses with any other data held by Google. More information on Google's privacy policy can be found at:

<https://www.google.com.au/intl/en/policies/privacy/>. It is possible to disable cookies by adjusting web-browser setting and to opt-out of Google Analytics (<https://tools.google.com/dlpage/gaoptout>). Doing so, however, may affect web-site functionality.

The KAA web servers automatically log information such as server address, date and time of visit and web pages accessed. No personal information is recorded. These logs are used for website management and improvement.

UNSOLICITED PERSONAL INFORMATION

If KAA should receive unsolicited personal information, it will be treated and managed according to the Australian Privacy Principles.

NOTIFICATION OF COLLECTION

KAA aims to notify individuals of the collection of their personal information before, or at the time of collection, or as quickly as possible thereafter. Notifications are usually in writing, but may be verbal for telephone help-desk services, or research conducted by telephone interview.

- Marketing – notification is provided on our website course application page. Individuals are also notified at the time of collecting personal information for events. A privacy notice is provided in all KAA marketing communications.
- Quality Indicator surveys – notification is provided in the letter of invitation to participate in the surveys and also at the time of collecting the information (online or by telephone).
- KAA staff – Notification is provided on employment commencement.

DISCLOSURE OF PERSONAL INFORMATION

KAA does not disclose personal information other than for the purpose for which it was collected, or an individual has consented to a secondary purpose, or an individual would reasonably expect this (such as receiving communications about upcoming events), or if required by law.

KAA may share personal information with the Commonwealth government in accordance with Commonwealth contractual obligations. In these circumstances, KAA will take reasonable steps to inform and seek consent from the individuals concerned and take all reasonable steps to ensure that the recipient handles the personal information according to the APPs.

KAA does not sell its mailing lists to third parties for marketing purposes.

KAA does not disclose personal information to overseas recipients. While people around the world can access material published on our website, no statistical or research publications contain identifiable personal information.

MANAGEMENT OF PERSONAL INFORMATION

KAA endeavours to ensure the personal information it collects and uses or discloses is accurate, up to date, complete and relevant. KAA updates the information held in its management systems and records whenever changes come into attention.

ACCESS TO CORRECTION OF PERSONAL INFORMATION

Individuals may, subject to the exceptions prescribed by the Australian Privacy Principles, request access to and correction of their personal information where this is collected directly from individuals by KAA.

KAA does not charge for giving access to or for correcting personal information.

Requests for access to or correction of personal information should be made in writing. Requests will be answered within 20 working days.

INFORMATION RETENTION AND DISPOSAL

Personal information is held mostly in electronic and in some cases in paper format:

- Information collected from student enrolment applications and survey responses is held in databases.
- Names and contact details of stakeholders are held in RTO Manager (KAA Student Management System) /LEARNNET (KAA Learning Management System)/ SharePoint and email contact lists.
- Names and contact details collected during the delivery of services may be held either in electronic form in KAA's document management system or in paper documents which are locked in cupboards and filing cabinets.
- Personal staff information is held in the RTO Manager (KAA Student Management System) and payroll database.
- Backup copies of all electronic files held in KAA's systems are kept in the event of system failure/loss. All backup copies of system files are secured.
- KAA retains personal information for 30 years. When personal information is no longer necessary for KAA's business functions, and it is lawful to do so, KAA destroys the information.

INFORMATION SCURITY

KAA takes active steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure.

- KAA's systems and internal network are protected from unauthorised access using appropriate technologies. Most system data transferred over the internet is protected by Secure Socket Level protocol (SSL). The inherent risks associated with data transmission over the internet are, however, commonly acknowledged. Individuals who do not wish to provide their personal information via the online website forms have the option of mailing this information to KAA.
- Access to RTO Manager (KAA Student Management System) /LEARNNET (KAA Learning Management System)/SharePoint is protected through user log-on and password, and assignment of user access rights.
- Third-party providers used by KAA for the delivery of services are all located within Australia and are required to be compliant with the Australian Privacy Principles and offer appropriate safeguards to protect personal information.
- KAA's premises and data storage systems are fully secured. KAA practices clean-desk policy and locking workstations when working with personal information. Paper documents containing names and addresses are required to be locked away and shredded when destroyed. All hardware is properly 'sanitised' before disposal.

COMPLAINTS AND CONCERNS

Complaints or concerns about KAA's management of personal information should be directed in writing to KAA's Principal Executive Officer. KAA will respond in writing within 20 working days.

PROCEDURES

1. MANAGE PERSONAL INFORMATION

- 1.1 Process all personal information according to the relevant procedures.
- 1.2 Archive personal information according to the relevant procedures.

2. PROVIDE ACCESS TO RECORDS

- 2.1 Review written requests from the individuals for access to records.
- 2.2 Arrange for the individual to view their personal information as requested.
- 2.3 Update personal information according to any requests made.
- 2.4 2. Provide access to records

3. RESPONDING TO A QUERY FROM A STAKEHOLDER

Handle personal Queries:

- 3.1 Confirm the student's identity by asking for their name and student ID number and request a valid ID to verify. Once confirmed, provide the requested information.
- 3.2 Over the Phone: Verify identity by confirming student ID number date of birth, and registered address as listed in the secure student database; do not share sensitive information until identity is confirmed