



Purpose

The development and implementation of this Privacy Policy provides and overall framework for the privacy practices of Four Wheel Drive Victoria (FWDV) and describes FWDV's policy regarding the collection, use, storage, disclosure of and access to personal information, including health information, in relation to the personal privacy of past and present staff and students and relevant others.

Policy Statement

FWDV complies with the Privacy Act 1988 including the 13 Australian Privacy Principles (APPs) and is committed to protecting the privacy of all personal information. FWDV manages personal information in an open and transparent way.

It is policy that:

- The collection and use of personal and health information must relate directly to the legitimate purposes of FWDV
- Individuals must be aware of, or informed of, the purposes for which personal and health information is obtained
- FWDV will take all reasonable measures to ensure that the personal and health information it receives and holds is up to date
- FWDV will take all reasonable measures to store personal and health information securely
- Individuals are entitled to have access to their own records, unless prevented by law
- Third party access to personal and health information may only be granted in accordance with privacy principles and FWDV policy and procedure
- FWDV will amend records shown to be incorrect
- FWDV is bound by the Privacy Act 1988, which includes Privacy Amendment (Enhancing Privacy protection) Act 2012. FWDV will only collect personal information for the purpose of providing services to clients as is necessary to fulfil our contractual obligations

AUSTRALIAN PRIVACY PRINCIPLES

Schedule 1 of the Privacy Amendment (enhancing Privacy Protection) Act 2012 consist of the following 13 Australian Privacy Principles (APPS)

- APP 1 - Open and transparent management of personal information
- APP 2 - Anonymity and pseudonymity
- APP 3 - Collection of solicited personal information
- APP 4 - Dealing with unsolicited personal information
- APP 5 - Notification of the collection of personal information
- APP 6 - Use or disclosure of personal information
- APP 7 - Direct marketing
- APP 8 - Cross –border disclosure of personal information
- APP 9 - Adoption, use or disclosure of government related identifiers
- APP 10 - Quality of personal information
- APP 11 - Security of personal information



- APP 12 - Access to personal information
- APP 13 - Correction of personal information

For more information regarding the Australian privacy principles please read Privacy Fact Sheet 17 available from the Office of Australian Information Commissioner at www.oaic.gov.au.

Types of Information FWDV Collects and Hold

- FWDV retains a record of personal information about all individuals with whom we undertake any form of business activity. FWDV only collects and holds information which is reasonably necessary for our RTO's functions and activities. These are directly related to training and assessment, including course enquiries and eligibility for government subsidised funding.
- FWDV only collects sensitive information where the individual consents, except in cases where we are required to collect this information by law.
- Reasonable steps are taken to ensure the information we retain is accurate, up-to-date and complete. Information collected and retained by FWDV may be classified as personal or sensitive.

Personal Information and Collection

FWDV may be required to collect the following personal information for the purpose of fulfilling contractual obligations:

- Full name
- Tax file number
- Date of Birth
- Language(s) spoken
- Country of birth
- Disability Status
- Address
- Indigenous Status
- Telephone Number
- Education Achievements
- Contact Details
- Employment Details (Past and Current)
- Police Checks (If applicable)
- Credit Card Details (if applicable)
- FWDV will hold and use the personal information held for the sole purpose of providing and fulfilling a service. We will not disclose any person information unless:
 - A consent form has been signed by the individual
 - In accordance with any contractual obligations we must adhere to (eg: Government department requests such as Department of Social Services)



Scope

This policy applies to personal and health information collected by FWDV concerning staff, students, prospective students, individual clients and other individuals.

Process

FWDV will collect personal information directly from the person it relates to. FWDV does collect personal information from the FWDV Website.

When employing staff FWDV will also collect personal information from other third parties such as:

- Current and/or previous employers
- Referees as nominated by the individual
- Working with Children Checks
- Police Checks

Protection of personal Information

FWDV will take all reasonable steps to ensure that all personal information is held securely and protected from misuse, loss and unauthorised access. This includes:

- IT Systems requiring password access to systems and databases and anti-virus protection in place
- Secure, lockable filing cabinets
- Staff training in Privacy and Confidentiality
- Site Alarm Systems
- Adhering to the Archives Act 1983 and any contractual obligations with regards to archiving and storage files

Accessing Personal Information

Staff and clients can access personal information by:

- All requests made are to be in writing via email. Emails to be sent to office@fwdvictoria.org.au.
- Confirming their identity and specify the information they require.

Access to personal information will be controlled at all times. A person requesting the information will be accompanied for the entire time they are in possession of their personal information by the Training Manager of FWDV.

Student requesting amendment to their personal details can do so via the completion and submission to the Office Manager of the “update of personal information” form. There is no cost to amend personal details.

STUDENT PRIVACY STATEMENT



FWDV will display on the website the following privacy statement for clients/candidates.

When you apply to enrol as a student with FWDV to undertake a course we are required to provide the Victorian Government, through the Department of Education and Early Childhood Development, student information and training activity data which may include information provided on your enrolment form. This information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines.

The Department may use this information for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, the Department may also disclose information to its consultants, advisors, other government agencies, professional bodies and/or other organisations. You may also be contacted and requested to participate in a National Centre for Vocational Education Research survey or Department-endorsed project, audit or review.

It is essential that you keep your details up to date at all times and to contact FWDV as soon as there is any change so you do not miss out on any important information about your current enrolment. We respect the personal information you supply to us and do our best to keep it safe and secure. We **DO NOT** pass this information onto marketing companies.

The Commonwealth Privacy Act 1988 requires companies to comply with the Australian Privacy Principles (APP's). FWDV is committed to the Australian Privacy Legislation in the way it collects, uses, secures and discloses personal information. For more information regarding the Australian Privacy Principles please read Privacy Policy on FWDV's website.

COMPLAINTS PROVISION

Any person who on reasonable grounds believes that FWDV has breached this policy may complain in writing to FWDV's Chief Executive Officer specifying details of the alleged breach:

Chief Executive Office
Email ceo@fwdvictoria.org.au
Phone 03 9874 7222
Postal Address P.O. Box 292,
Mitcham, Vic. 3132.

It is requested that the written complaint be forwarded within six (6) months of the time the complainant first became aware of the breach. If a complaint is received after this time, FWDV may not be able to investigate the complaint.

Complaints will be investigated in line with FWDV's Complaints Policy and Procedure. FWDV adheres to the Freedom of Information Amendment (Reform) Act 2010.



Related Documents

RTO Enrolment Procedure
LLN Assessment
Update of personal information form