

Policy name:	SP4 Privacy and Personal Information Policy	Version:	2.0
Policy owner:	Head of Compliance and Continuous Improvement		
Approved by:	Chief Executive Officer		
Approved date:	August 2019	Review date:	November 2023

SECTION 1 - INTRODUCTION

PURPOSE

This policy outlines Practical Outcomes approach to collecting information from learners seeking to enrol with Practical Outcomes, either electronically or in hard copy format, including information that personally identifies individual users. Practical Outcomes may also record various communications between individuals and Practical Outcomes.

In collecting personal information Practical Outcomes will comply with the requirements of the Australian Privacy Principles (APPs) set out in the Privacy Act 1988 (Cth) as amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

SCOPE

This policy applies to all employees, partners and associates of the Practical Outcomes (21857) in relation to collecting personal information from learners and potential learners.

This policy includes all regulatory requirements that fall under the RTOs obligations as a registered training organisation.

SECTION 2 - POLICY

Overview

In the course of its business, Practical Outcomes may collect information from learners seeking to enrol with Practical Outcomes, either electronically or in hard copy format, including information that personally identifies individual users. Practical Outcomes may also record various communications between individuals and Practical Outcomes.

In collecting personal information Practical Outcomes will comply with the requirements of the Australian Privacy Principles (APPs) set out in the Privacy Act 1988 (Cth) as amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

2. Collection and use of personal information

Practical Outcomes will only collect personal information from individuals by fair and lawful means which is necessary for the functions of Practical Outcomes. Practical Outcomes will only collect sensitive information with the consent of the individual and if that information is reasonably necessary for the functions of Practical Outcomes. Consent from the individual is done via the Application Form where the individual recognises the Victorian Government Student Enrolment Privacy Notice and declares their agreement with its terms.

The information requested from individuals by Practical Outcomes will only be used to provide details of study opportunities, to enable efficient course administration, to maintain proper academic records, and to report to government agencies as required by law. If an individual chooses not to give Practical Outcomes certain information then Practical Outcomes may be unable to enrol that person in a course or supply them with appropriate information.

3. Disclosure of personal information

Personal information about learners studying with Practical Outcomes may be shared with the Australian Government and designated authorities, including the Australian Skills Quality Authority (ASQA) and the Tuition Assurance Scheme manager (ACPET). This information includes personal and contact details, course and unit enrolment details and changes.

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

- a) 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;
- b) The individual concerned has given written consent to the disclosure;
- c) Practical Outcomes 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;
- d) The disclosure is required or authorised by or under law; or
- e) The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, Practical Outcomes shall include in the record containing that information a note of the disclosure.

Any person or organisation that collects information on behalf of Practical Outcomes or 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 collected by them or supplied to them.

4. Security and integrity of personal information

Practical Outcomes is committed to ensuring the confidentiality, security and integrity of the personal information it collects, uses and discloses.

Practical Outcomes will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is accurate, up to date and complete.

Practical Outcomes will store securely all records containing personal information for a period of up to seven years (unless a lesser period is specified) and take all reasonable security measures to protect personal information it holds from misuse, interference, loss, unauthorised access, modification or disclosure.

Where Practical Outcomes has no further use for personal information for any purpose disclosed by Practical Outcomes, or is no longer required to maintain that personal information, all reasonable steps will be taken to destroy or de-identify the information.

5. Right to access and correct records

Individuals have the right to access or obtain a copy of the personal information that Practical Outcomes holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for an individual to access personal information that Practical Outcomes holds about them; however Practical Outcomes may charge a fee to make a copy. 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. Where it is reasonable to do so, access to the information will be provided in the manner requested by the individual.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made as soon as practical. 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. There is no charge for making a request to correct personal information.

Written requests for access to, to obtain a copy of, or correct personal information held by Practical Outcomes should be sent to: Head of Compliance and Continuous Improvement, 3 Wellington Street St Kilda, VIC 3182

6. Complaints about an alleged breach of the APPs

Where an individual believes that Practical Outcomes has breached a Privacy Principle in relation to that individual they may lodge a complaint using Practical Outcomes grievance handling procedures which enables learners and prospective learners to lodge grievances of a non-academic nature, including grievances about handling of personal information and access to personal records.

7. Publication

These Privacy and Personal Information Procedures will be made available to learners and persons seeking to enrol with Practical Outcomes by publication on Practical Outcomes website: www.practicaloutcomes.edu.au. Alternatively, a copy of this policy may be requested by contacting Practical Outcomes using the contact details provided above.

In order to ensure that learners have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, Practical Outcomes will advise learners on enrolment about these procedures and where they are located.

SECTION 3 - LEGISLATIVE CONTEXT

Name	Section
Standards for RTOs 2015	Standard 3.4, Schedule 5 Clause 4 & 8, 3.6 d) Standard 8.1 f)
Victorian Skills First Program	Clause 10.1 – 10.15
Queensland PQS Program	PQS Agreement Section 10 & 15

SECTION 4 - RELATED DOCUMENTS

Name	Document Type
SP2 Record Management Policy	Policy
Application Form	Form

SECTION 5 - VERSION CONTROL

Version #	Approval Date	Approved by	Details
1.1	25 May 2017		Document creation
1.2	26 June 2018	Tash Hartig	Reformatted document
2.0	15 August 2019	Marcus Sellen	Update address