

PRIVACY POLICY

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General Manager*

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Documents

Authority to Exchange Information FM106

Media Authority – Student FM105

References

Student Handbook FM172

Records Management & Control FM027

Record Retention Guide FM181

Access, Equity & Fairness POL001

Information, Communications, Technology POL044

Confidentiality & Non-Disclosure POL003

Privacy POL026

[Privacy Act Cwlth. \(1988\)](https://www.oaic.gov.au/privacy-law/privacy-act/) <https://www.oaic.gov.au/privacy-law/privacy-act/>

[Quality VET Framework](https://www.asqa.gov.au/vet-registration/understand-requirements-registration/vet-quality-framework) (<https://www.asqa.gov.au/vet-registration/understand-requirements-registration/vet-quality-framework>)

[Standards for Registered Training Organisations \(RTOs\) 2015 Cwlth. USERS GUIDE](https://www.asqa.gov.au/standards) (<https://www.asqa.gov.au/standards>).

[National Vocational Education and Training Regulator Act 2011](https://www.legislation.gov.au/Details/C2017C00245) (<https://www.legislation.gov.au/Details/C2017C00245>)

Purpose

The purpose of the Privacy Policy is to ensure that all Skills Lab staff, students & other stakeholders are aware of the legalities and responsibilities attached to the Privacy Act 1988 - Privacy Amendment (Enhancing Privacy Protection) Act 2012 and principles and the consequences of not adhering to the requirements.

Scope

This policy covers all employee, student and stakeholder records and information collected and/or stored by Skills Lab.

Definitions

Access and Equity	<p>Refers to the policies, procedures and approaches that ensure that Skills Lab's training programs are responsive to the diverse needs of all employees, students and other stakeholders.</p> <p>Being accessible and equitable means ensuring that people with differing needs and abilities have the same opportunities to successfully gain skills, knowledge and experience through education and training irrespective of their age, disability, colour, race, gender, religion, sexuality, family responsibilities, or location.</p> <p>It includes:</p> <ul style="list-style-type: none">▪ Providing and promoting non-discriminatory, inclusive practices and processes; and▪ Ensuring equal opportunities for all students to achieve their learning outcomes through reasonable adjustment of services, learning and assessment; and▪ Commitment to treating all students or prospective students fairly.
Appeal	An appeal arises when a stakeholder is not satisfied with a decision taken by Skills Lab.
Children's Protection Officer	The Children's Protection Officer is the Senior Trainer and their role is to provide and/or facilitate appropriate support services and protections for minor children.
Contractor	Individual or entity engaged by Skills Lab under contract to deliver specified work on its behalf e.g. Sessional trainer/assessor.
Employee	Person employed by Skills Lab on a full or part time or casual basis. Does not include Contractors.
Student Support Officer	The SSOs for all students are the Senior Trainer.
Stakeholder	Individual or Entity who is not legally employed by Skills Lab e.g. Supplier, Contractor, Regulatory Authority.

Policy

It is the policy of Skills Lab to:

- assure the privacy of our staff, students and stakeholders at all times.
- gain written authority from staff, students & trainees and stakeholders for the sharing or dissemination of information directly related to the provision of its services;

The only exception to privacy is a requirement by law to release information.

Procedure

Minor Children

Skills Lab does not enrol minor children and in the event that policy changes the following will be adhered to.

All information relating to minor children must be kept confidential.

Where a mandated report is made by a Skills Lab staff member that is not relevant to Skills Lab no record must be kept by Skills Lab.

Where a mandated report is made by Skills Lab through the General Manager, who is the Children's Protection Officer, the records of that report and investigation are to be held securely and confidentially by the General Manager only.

All persons accessing minor children's information must have evidenced a current (not more than 3 years) and clear Working with Children Criminal History check. Any person who does not have a current and clear Working with Children Criminal History check is not permitted to access minor children's information.

Protecting Personal Information

Skills Lab is committed to managing and protecting the personal information (such as name, address, date of birth, personal email address, etc) that all stakeholders share with us.

Implementation of this policy ensures that all stakeholders will have confidence that all personal information provided to Skills Lab is solely used by the organisation within the guidelines of the Privacy Act 1988 - Privacy Amendment (Enhancing Privacy Protection) Act 2012 as amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Act 1988) and in an ethical and sensitive manner.

Collection, Use and Disclosure of Personal Information

Persons using our websites may do so aware that the sites do not collect information of a personal nature from such visits without clear and explicit advice.

Information submitted digitally to our organisation (i.e. electronic data, using an electronic form or application or by sending an email) is collected and used for the nominated purpose only.

Skills Lab may also use personal information to manage our relationship with the individual stakeholder.

Skills Lab acknowledges that individuals provide personal information to it on a voluntary basis to assist us to administer and provide quality service and outcomes on their behalf.

Skills Lab will use contact details to assist in the administration of its services.

Skills Lab will not disclose personal information to an external company or third party without prior written permission from the individual. An instance where this may apply is where a current or potential student or trainee is employed or in a work placement with a Host or Work Experience Employer.

Personal information will not be sold to anyone and will not be used for promotions independent of Skills Lab.

If there is no longer any legitimate purpose for retaining personal information, and within Records Management Legislative compliance, it will be securely destroyed.

Examples of personal information Skills Lab may hold are:

Name	Language spoken at home
Address	Email address
Telephone Number	Photograph
Fax Numbers	Apprentice Results
Date of birth/age	Educational Qualifications
Place of birth	Support services
Ethnic origin	

Web links

Persons visiting Skills Lab's web site are able to access various other sites by clicking on links that our organisation embeds within its site. Stakeholders should be aware that other sites may not be subject to the same privacy standards and procedures.

Changes to our Privacy Statement

This information relates to Skills Lab's current privacy policy and standards. Skills Lab may vary its privacy standards from time to time. Skills Lab will make public statements of any changes by publishing them on its website, www.skillslab.com.au, or via written notification to our stakeholders.

Feedback

If you have any comments regarding Skills Lab's privacy statement and policy please advise us via

email at : laura.mabikafola@skillslab.com.au or

surface mail to : F22 / 6 MAB Eastern Promenade,
1284 South Road,
Tonsley, South Australian, 5042.

Privacy Policy Explanations

Skills Lab is committed to complying with the Australian Privacy Principles as set out in the Commonwealth of Australia Privacy Act 1988 - Privacy Amendment (Enhancing Privacy Protection) Act 2012 and any and all following amendments (Privacy Act 1988).

In compliance with the Privacy Act 1988- Privacy Amendment (Enhancing Privacy Protection) Act 2012, the following explanation has been developed detailing how Skills Lab will meet the minimum standards for the collection, use and disclosure of personal information.

Privacy Statements addressing the Australian Privacy Act 1988- Privacy Amendment (Enhancing Privacy Protection) Act 2012.

- 1.1. Skills Lab respects your privacy and is committed to protecting your personal information. Our privacy policy outlines how we collect and manage, use and protect your personal information. It also sets out your rights in relation to accessing the personal information we collect and hold about you. We are bound by the Australian Privacy Principles (APP's) in the Privacy Act 1988 - Privacy Amendment (Enhancing Privacy Protection) Act 2012.
- 1.2. Personal information is defined in the Privacy Act 1988 - Privacy Amendment (Enhancing Privacy Protection) Act 2012 and means information or an opinion about an identified individual, or an individual who is reasonably identifiable.
- 1.3. Our Website may contain links to third party websites such as "Facebook". We are not responsible for the privacy policies of any third party websites. We recommend that you review the privacy policy of each website you visit.

Collection of Personal Information

- 2.1. Skills Lab only collects personal information for the purposes of conducting our business as an online retailer and trader. The personal information we collect from you will include information you give us when you:
 - (a) register or subscribe to our Website;
 - (b) complete a transaction with us; and

- (c) contact us.
- 2.2. The personal information that we collect on individuals may include, but is not limited to:
- (a) your name;
 - (b) your contact details including your email, home address and billing address;
 - (c) your payment details; and
 - (d) other personal information that we collect in the course of a transaction or that you provide to us when you contact us.
- 2.3. We may collect personal information from individuals who are not customers of our business but whose personal information is given to us by those individuals via our Website or in the course of a transaction.
- 2.4. Where reasonably practicable, we attempt to collect information directly from individuals. When we collect information, we will generally explain to the individual why we are collecting it, who we give it to and how we will use or disclose it or, alternatively, those matters will be obvious from the circumstances.
- 2.5. If we collect information about an individual from someone else, we will take reasonable steps to ensure that the individual is made aware of the matters listed in clause 2.4.
- 2.6. We will collect personal information from you by lawful and fair means and not in an unreasonably intrusive way.
- 2.7. When you visit our Website, we, and/or third parties, may place cookies on your browser to enhance and manage our website and improve our business and the services we provide to you. By using the website and agreeing to this policy, you grant us permission to place and store cookies on your browser. Cookies may be used by us to collect the following information:
- (a) your computer's operating system;
 - (b) your computer's browser type and capabilities;
 - (c) your computer's Internet Protocol (IP) address and geolocation;
 - (d) web pages visited, including how you were referred to each web page; and
 - (e) web page usage statistics, including the time spent on each web page.
- Cookies can be managed by accessing the individual settings in your browser.
- 2.8. We will not identify users or their browsing activities, except where required by law.

Using and Disclosing Your Personal Information

- 3.1. We will generally use or disclose your personal information only for the primary purpose for which it was collected; or for a related secondary purpose where you would reasonably expect us to use or disclose the personal information for that secondary purpose. We may otherwise use and disclose your

personal information if you have given us consent for the use or disclosure or it is required or authorised by law.

- 3.2. Generally, we use and disclose your personal information for the purpose of providing you with the goods or services that you have requested, or otherwise to enable us to carry out our business as an online retailer of goods and services.
- 3.3. If those purposes for which we have collected the information involve providing personal information about an individual to any third party, we will take appropriate and reasonable steps to ensure any personal information is protected.
- 3.4. We will generally only use personal information for cold call marketing if you have given express or implied consent.
- 3.5. When enrolling with Skills Lab, you consent to Skills Lab using your personal information, such as your email address, for direct contact purposes. This includes sending you emails about your academic progress, compliance with study requirements or offers for further courses and services. You are obligated to have an You may opt out of receiving direct marketing communications at any time. Our electronic marketing activities will comply with the requirements of the Spam Act 2003 (Commonwealth).
- 3.6. We may share your information with other organisations when we are required to do so. This includes Department of Education and Training (DET), Australian Skills Qualifications Authority (ASQA), National Centre for Vocational Education Research (NCVER).

Security of Your Personal Information

- 4.1. We take steps to protect the personal information we hold against loss, unauthorised access, use, modification or disclosure and against other misuse. When no longer required, personal information is destroyed in a secure manner or deleted.
- 4.2. Some of the security measures we use include:
 - 4.2.1. Firewalls and access logging tools that protect against unauthorised access to your data and our network.
 - 4.2.2. Secure work environments and workflow systems that prevent unauthorised access and copying of your personal information.
 - 4.2.3. Secure server and closed network environments.
 - 4.2.4. Virus scanning tools.
 - 4.2.5. Management of access privileges, to ensure that only those who really need it can see your personal information.
 - 4.2.6. Ongoing training and security reviews.
- 4.3. We will maintain every effort to protect your personal information from inappropriate access and use.

Access to Your Personal Information and Complaints Procedure

- 5.1. Under the Privacy Act 1988 Privacy Amendment (Enhancing Privacy Protection) Act 2012, you have certain rights to access the personal information we collect and hold about you.
- 5.2. Generally, subject to the exceptions of Australian Privacy Principle 12.3, we will allow you access to the personal information we hold about you within a reasonable time after it is requested. When requesting such access please identify the precise type/s of information requested. You may make a request by contacting our General Manager via

email at : laura.mabikafola@gotosage.com or

surface mail to : F18-F22 / 6 MAB Eastern Promenade,
1284 South Road,
Tonsley, South Australian, 5042

- 5.3. We take reasonable steps to ensure that the personal information that we collect, use and disclose is accurate, up to date and complete. Where an individual requests to correct information, we will take reasonable steps to correct the information, having regard to the purpose for which it is held. You may lodge a request to correct personal information in the manner outlined in clause 5.2 above.
- 5.4. To make a complaint about a breach of the Australian Privacy Principles, which includes how we handle your personal information, you can contact our General Manager or write to us at the address provided in clause 5.2 above. We will try to respond to your complaint within a reasonable time after it is received. If you are not satisfied by our response, you may acquire further information regarding privacy from the [Office of the Australian Information Commissioner](#).

Duration

Skills Lab is required by law to retain all records applicable to a person's learning/training for a period of 30 years. These will be archived 24 months after completion of the accredited course or qualification.

If Skills Lab ceases operation as an RTO:

- In the event that a new owner takes over Skills Lab:
 - The new owner will have to meet the VQF registration standards including those meeting Privacy and Records Management.
 - Skills Lab will place a notice in the printed media and post on our website.
 - The new owner will take responsibility for the archiving and access of those records.

Under various other statutes of limitations Skills Lab is required to keep corporate, administrative, financial records for a minimum period of 5 years.

Additional Information

If you have any queries about the privacy and security practices for Skills Lab, please contact the General Manager.

Complaints/Concerns

If you believe that your personal information has not been dealt with in accordance with an information privacy principle you may make a written complaint to Skills Lab. Your complaint should be addressed to:

General Manager
Skills Lab
F22 / 6 MAB Eastern Promenade
1284 South Road
Tonsley SA 5042
Or via email to: laura.mabikafola@skillslab.com.au

Please refer to the Skills Lab Complaints Policy.

Where you are unhappy with Skills Lab's Complaints process in relation to Privacy you should contact the [Office of the Australian Information Commissioner](#).

Responsibilities

General Manager

It is the overall responsibility of the General Manager to ensure:

- the Privacy Policy is accessible to all stakeholders and that all staff are appropriately trained to comply with this policy.
- appropriate training in Privacy issues is delivered to all staff.
- all relevant Managers and Senior Staff are aware of all updates in Privacy Legislation and Regulations.
- all employees are conversant and understanding of the requirements of the Privacy Policy and Privacy Act 1988 - Privacy Amendment (Enhancing Privacy Protection) Act 2012.
- the confidentiality of all information related to minor children and that only those persons who evidence current and clear Working With Children checks are permitted access to those records.

Students and Non-employee Stakeholders

It is the responsibility of students and non employee stakeholders to ensure that they do not breach privacy relating to other students, stakeholders and Skills Lab.

Staff & Stakeholders

It is the responsibility of staff to ensure that their behaviour aligns fully with the Privacy Policy and Privacy Act 1988 - Privacy Amendment (Enhancing Privacy Protection) Act 2012 at all times and that any breach of the policy or Act is reported immediately to the General Manager.

Applicable Standards

Standards for Registered Training Organisations 2015

Made under the [National Vocational Education and Training Regulator Act 2011](#):

Standard 8 – The RTO Cooperates with the VET Regulator & is Legally Compliant at all Times

Clauses 8.5 – 8.6 - Comply with all relevant legal requirements

Clause 8.5

The RTO complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations.

Clause 8.6

The RTO ensures its staff and clients are informed of any changes to legislative and regulatory requirements that affect the services delivered.