



PP04
Privacy Policy and Procedure

Purpose

The purpose of this policy is to ensure that the students' privacy is maintained by all Competitive Solutions Australia Pty Ltd. personnel in relation to the collection, use, storage, security and disclosure of personal information.

Definitions

Personal Information: *'information or an opinion about an identified individual, or an individual who is reasonably identifiable:*

- *Whether the information or opinion is true or not; and*
- *Whether the information or opinion is recorded in a material form or not.'*

(Definition from: Australian Government. Privacy Act 1988 (Cth). Accessed on 8th March 2018 at: <https://www.legislation.gov.au/Details/C2018C00034>.)'

Unique Student Identifier (USI): is a unique reference number issued to an individual by the Australian Government. It is made up of numbers and letters and enables an individual to look up and track their training achievements in an online database.

Act

This policy relates to:

Privacy Act 1988

Compilation No. 77
Compilation Date: 22nd February 2018

Privacy Act 1988: Schedule 1 – Australian Privacy Principles

- Australian Privacy Principle 1 - open and transparent management of personal information
- Australian Privacy Principle 2 - anonymity and pseudonymity
- Australian Privacy Principle 3 - collection of solicited personal information
- Australian Privacy Principle 4 - dealing with unsolicited personal information
- Australian Privacy Principle 5 - notification of the collection of personal information
- Australian Privacy Principle 6 - use or disclosure of personal information
- Australian Privacy Principle 7 - direct marketing
- Australian Privacy Principle 8 - cross-border disclosure of personal information
- Australian Privacy Principle 9 - adoption, use or disclosure of government related identifiers
- Australian Privacy Principle 10 - quality of personal information
- Australian Privacy Principle 11 - security of personal information
- Australian Privacy Principle 12 - access to personal information
- Australian Privacy Principle 13 - correction of personal information

Responsibilities

CEO

Quality and Compliance

Privacy Policy

NCVER Privacy Notice

Under the Data Provision Requirements 2020, Competitive Solutions Australia Pty Ltd. is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Competitive Solutions Australia Pty Ltd. for statistical, administrative, regulatory and research purposes. Competitive Solutions Australia Pty Ltd. may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies.
- NCVER.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Populating authenticated VET transcripts.
- facilitating statistics and research relating to education, including surveys.
- pre-populating RTO student's enrolment forms.
- understanding how the VET market operates, for policy, workforce planning and consumer information.
- administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent, third-party contractor or other authorised agency. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>

When completing and submitting the enrolment form, students will be required to:

- declare the information they have provided is to the best of their knowledge true and correct; and
- consent to the collection, use and disclosure of their personal information in accordance with this Privacy Notice.

Privacy Principles

Personal information is collected from individuals in order that Competitive Solutions Australia Pty Ltd. can carry out its business functions. Competitive Solutions Australia Pty Ltd. only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

In collecting personal information, Competitive Solutions Australia Pty Ltd. complies with the requirements set out in the Privacy Act 1988 (Cth) and the relevant privacy legislation and regulations of the states and territories in which the RTO operates.

Competitive Solutions Australia Pty Ltd. Will ensure that each individual:

- Knows why their information is being collected, how it will be used, and who it will be disclosed to.
- Can access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.

Students are made aware of the process to lodge a complaint about Competitive Solutions Australia Pty Ltd. If they consider that their personal information has been compromised.

Collection of Information

In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.

The types of personal information collected include:

- personal details
- contact details
- employment information where relevant academic history
- statistical information about your prior education, schooling, reasons for enrolling, training, participation and assessment information
- fee and payment information.

Storage and Use of Information

Competitive Solutions Australia Pty Ltd. will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a locked file storage room and electronically on password-protected Competitive Solutions Australia Pty Ltd. servers.

The personal information held by individuals will only be used to enable efficient student administration, provide information about training opportunities, and to maintain accurate and detailed student records of course participation, progress and outcomes and client/employer relationship management and satisfaction.

Competitive Solutions Australia Pty Ltd. may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

Disclosure of Information

The personal information about students enrolled in a course with Competitive Solutions Australia Pty Ltd. may be shared with the Australian Government and designated authorities, such as ASQA (the RTO's registering body), and the National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.

Competitive Solutions Australia Pty Ltd. will not disclose an individual's personal information to another person or organisation unless:

- They are aware that information of that kind is usually passed to that person or organisation.
- The individual has given written consent.
- Competitive Solutions Australia Pty Ltd. believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
- The disclosure is required or authorised by, or under, law.
- 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 public revenue.

Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

Access to Records

Individuals have the right to access or obtain a copy of the information that Competitive Solutions Australia Pty Ltd. holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.

Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the Request to Access Records Form. The individual must prove their identity to be able to access their records.

There is no charge for an individual to access the records that Competitive Solutions Australia Pty Ltd. holds about them; however, there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

Correction to Records

If an individual considers the records that Competitive Solutions Australia Pty Ltd. holds about them to be incorrect, incomplete, out of date or misleading, they can make a request in writing that the information be amended.

Complaints

Any individual wishing to make a complaint or appeal about the way information has been handled within Competitive Solutions Australia Pty Ltd. can do so by following Competitive Solutions Australia Pty Ltd.'s Complaints and Appeals Policy and completing the Complaints and Appeals Form which is accessible from our website <https://csolutions.edu.au> under the "Student Information" tab.

Forms, Templates and other tools

The following documentation must be used in conjunction with this policy:

Document Name	Version No.
SD01 Complaints & Appeals Form	1.3
SD31 Complaints & Appeals Register	1.1
SD22 Student Handbook	3.3
SD04 Student Enrolment Form	7.2
PP03 Fees & Refunds Policy & Procedure	2.3