



# PRIVACY POLICY

## Privacy and confidentiality

All Training Services Pty Ltd abides by the legislation and regulations regarding privacy and confidentiality. This means that we will:

- provide advice to you about the collection of personal information, its purpose, use, and security
- only collect personal information required to carry out the business of All Training Services Pty Ltd and to fulfil the data information for ASQA and the AQTF
- take reasonable steps to secure and protect all personal information
- follow procedures that will ensure the personal information is accurate, up-to-date and complete
- provide access to students to their personal information, in the manner and as determined under privacy and confidentiality regulations
- provide access to personal information by approved entities or persons, if required by Australian law
- seek consent from the owner of the personal information for any other legitimate access request
- respond quickly, following required procedures under the Acts to resolve concerns or breaches relating to unlawful access to, use of or changes to personal information
- retain personal information as required by law until it is able to be destroyed
- require staff and contractors to sign a Deed of Confidentiality
- only use government unique identifiers for the purpose for which they were created
- allow anonymity, where allowable by law, for the provision of some information

### Principles of Privacy

Our privacy and confidentiality policy and procedures reflect the national and state privacy principles outlined below.

#### **There are thirteen Australian Privacy Principles (APP) in the Commonwealth Privacy Act:**

APP 1 — open and transparent management of personal information which means the management of personal information in an open and transparent way

APP 2 — anonymity and pseudonymity refers to allowing a person to be anonymous or provide a pseudonym if circumstances allow

APP 3 — collection of solicited personal information means only collecting personal information that is reasonably necessary to collect in relation to the activity or reason for collection

APP 4 — dealing with how to remove unsolicited personal information deals with information that was not necessary, but that was acquired in the course of collecting information or the activity

APP 5 — notification of the collection of personal information refers to advising the person from whom information is to be collected, what the information is, why it is collected, how it is protected, how it is used, required disclosure, how the owner of the information can access the information

APP 6 — use or disclosure of personal information deals with consent requirements, the use and disclosure allowed under the Act, including as directed by law

APP 7 — direct marketing relates to the collection and use of personal information in a direct marketing activity and required consent areas (links to the Do Not Call Register Act 2006 and Spam Act 2003)

APP 8 — cross-border disclosure of personal information deals with restrictions and allowances for disclosure across borders and protection from breach of the Act

APP 9 — adoption, use or disclosure of government related identifiers deals with access to personal information collected in adoption procedures. This also deals with the use of government identifiers.

APP 10 — quality of personal information meaning it is accurate, up-to-date and complete

APP 11 — security of personal information deals with the steps that must be taken by the collecting party to protect the personal information from unlawful access, change, disclosure and use, and when information can be destroyed

APP 12 — access to personal information concerns access to the personal information by the person whose information it is, request procedures and how to provide the access, and the instances when access can be lawfully denied

APP 13 — correction of personal information concerns the right of and process for an entity to request persons to update their personal information

Currently, all matters associated with this Act in the Commonwealth are dealt with by the Office of the Australian Information Commissioner [www.oaic.gov.au](http://www.oaic.gov.au)

**The Queensland Information Privacy Act refers to Eleven Information Privacy Principles (IPP).** The IPPs reflect the APPs, and the laws of Queensland:

IPP 1—Collection of personal information (lawful and fair)

IPP 2—Collection of personal information (requested from individual)

IPP 3—Collection of personal information (relevance etc.)

IPP 4—Storage and security of personal information

IPP 5—Providing information about documents containing personal information

IPP 6—Access to documents containing personal information

IPP 7—Amendment of documents containing personal information

IPP 8—Checking of accuracy etc. of personal information

IPP 9—Use of personal information only for relevant purpose

IPP 10—Limits on use of personal information

IPP 11—Limits on disclosure

Relevant legislation includes the Commonwealth Privacy Act 1988 and the Information Privacy Act 2009 (Queensland). The Queensland Act is linked to the Rights to Information Act 2009 (Queensland).

**Thank you for choosing All Training Services!**

<b>Version</b>	<b>Date</b>	<b>Approved by</b>	<b>Amended by</b>
1.0	April 2016	David Tucker	David Tucker