

## Privacy Policy

### Purpose

This policy describes the practices and procedures by which Learning Partners ensures compliance with the Australian Privacy Principles (APPs) to protect the personal information and right to privacy of clients, stakeholders and external parties with which it conducts business.

### Scope

All LP Operations

### Policy Statement

Learning Partners ensures that it respects the privacy of its staff, clients and stakeholders at all times by implementing the Australian Privacy Principles (APPs) which form part of the *Privacy Act 1988*. The APPs set out how private sector organisations should collect, use, disclose and keep secure personal information. The principles give individuals a right to know what information an organisation holds about them and a right to correct that information if it is wrong.

Learning Partners ensures it operates consistently with the APPs and only collects the personal information of clients that is necessary for the conduct of its regular business. Learning Partners will only use information collected in the manner for which it was intended, and will not disclose it to any third parties without gaining prior permission or as required to by law.

### Purpose of Collecting Information

- Learning Partners collects personal information solely for the purpose of operating as a Registered Training Organisation (RTO) under the VET Quality Framework. The framework is administered by the Australian Skills Quality Authority (ASQA) who is the National VET Regulator (NVR). The requirements of the NVR may mean the release of client personal information for the purposes of data collection or audit.
- The purposes for which Learning Partners collects personal information of a client or candidate includes the administering of the agreed program or qualification, satisfying any legal requirements and in keeping employers informed of the candidates progress in a program.
- The information collected may take the form of assessment materials, photographic evidence, written notes, interviews, feedback surveys, email correspondence, telephone calls, third party information, and application forms.

### Provision of Information

Client information will not be provided to anyone unless Learning Partners has the permission from the client or is specifically required to provide the information by law. Client information is only provided to the following bodies where required:

- Australian Skills Quality Authority
- State and Territory Training Authorities
- National Centre for Vocational Education Research (NCVER)
- Other authorised government authorities
- Employers when they are stakeholders

### **Access to information**

Under the APPs, clients can request access to their personal information stored by Learning Partners and may correct inaccurate or outdated information about them at any time. For any amendments or updates, or to view other personal information, please contact your Learning Consultant directly.

### **Release of Information**

For the release or use of any information for promotional purposes, Learning Partners must request the client's permission in writing by supplying an *Authority to Use Information* form prior to any information being released.

### **Further Information**

For further information about the APPs or the Privacy Act, please contact The Office of the Australian Information Commissioner (OAIC).

Online: <http://www.oaic.gov.au/>

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Phone: 1300 363 992

### **Associated documents:**

Authority to Use Information Form

Access and Equity Policy

Client Feedback Collection and Analysis Policy and Procedure

Complaints Policy

Legislation Compliance Policy and Procedure

Records Management Policy and Procedure

### **Related Standards**

Standard 1 – 1.1 – 1.4, 1.5 – 1.6, 1.7, 1.8 – 1.12, 1.13 – 1.16, 1.17 – 1.20, 1.21 – 1.25, 1.26 – 1.27

Standard 2 – 2.1 – 2.2, 2.3 – 2.4

Standard 3 – 3.6

Standard 4 – 4.1

Standard 5 – 5.1 – 5.4

Standard 6 – 6.1 – 6.6

Standard 8 – 8.5 – 8.6