



Privacy Policy

Purpose

This Policy explains how the RAPAD Skilling protects and manages privacy of staff, clients and customers.

Scope

This Policy applies to all managers, officers, workers and contractors of RAPAD Skilling. This Policy also applies to Learners enrolled in the Registered Training Organisation of RAPAD Skilling (RTO #32295), training courses or qualifications (Learners).

Policy Statement

RAPAD Skilling is committed to protecting the confidentiality and privacy of its staff, contractors and clients and, as such, is intent on complying with the *Privacy Act 1988 (Cth)* and the subsequent *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (the Act) which came into effect on 12th March 2014. It is thus the policy of RAPAD Skilling to comply with the Australian Privacy Principles (APPS) set out in the Act.

What personal information do we collect & release, how and why do we need it?

RAPAD Skilling collects and releases, in the normal course of business, information relating to its own staff, contractors, customers and training Learners. As a Registered Training Organisation, we are required to submit reporting data to regulatory bodies.

Staff and Contractors

RAPAD Skilling collects and releases information about its staff and contractors which a business of this type would normally be expected to collect. This includes but is not limited to resumes, qualifications, medical records related to absences (as required by our SOPs), financial records and performance reports. Information is collected and released in the normal course of business.

Training Learners

To enable us to fulfil our responsibilities as a Registered Training Organisation (RTO), RAPAD Skilling will collect, use, store, and disseminate personal information, as defined by the Privacy and Personal Information Protection Act 1998, in a manner consistent with the Information Protection Principles contained within that Act and those requirements as outlined in the Data Provisions of the VET Quality Framework NVR Standards for RTOs, including all data required for AVETMISS and other required reporting.

Information on Learners of training are collected through enrolment forms and assessment records.



RAPAD Skilling protects personal information about Learners from misuse or loss. Only staff who require Learner information to provide services or to process information are permitted access. Personal information is stored in hard copy documents and/or in training record management systems. We maintain regular security checks to ensure the confidentiality of the information.

Learner information that is collected from someone other than the Learner i.e. employer, the Learner will be notified and advised the circumstances for the collection.

Information is released to authorised parties in person, in writing, by telephone, by fax, by email and by reports. This information may be released to the Learner themselves, employers, and government agencies. Should information be required to be released to an additional source, who has previously not been nominated, consent is sought from the individual.

Who will see or have access to personal information?

Learner related reports we generate from personal information, combined with information gathered, are forwarded to the authorised parties and copies are forwarded to employers and the Learner, unless permission to do so has been restricted or revoked. Learners may be entitled to receive a copy of the information in some circumstances.

Unless we are required to provide personal information to others by law, by court order or to investigate suspected fraud or other unlawful activity, personal information gathered will only be seen or used by persons working in or for RAPAD Skilling and on a strictly “need to know” basis, that is unless the information is directly related to the reasonable completion of their duties, such information will not be disseminated.

Our information systems and files are kept secured from unauthorised access and our staff and contracted agents/ service providers have been informed of the importance we place on protecting privacy and their role in helping us to do this and are contractually bound to honour such privacy.

What if a person wants to check what personal information is held about them?

Subject to any legal restrictions, RAPAD Skilling is willing to advise any person, internal or external to the company, on what personal information we hold about them if such a request is made. For non-employees or training Learners there may be some cost to the party in our providing this information if the request is complex or requires detailed searching of our records.

If a party believes there are errors in our records, they are encouraged to let us know so we may investigate and correct any inaccuracies.

All requests for copies of information or files must be in writing to:

The Training Manager
RAPAD Skilling
117 Eagle Street
PO Box 504
Longreach Qld 4730



Please allow 21 working days for information to be provided.

What if a person has a complaint about the handling and collection of their personal information?

A complaint about information privacy indicates RAPAD Skilling procedures, staff or quality of service associated with the collection or handling of personal information will be investigated. RAPAD Skilling will be efficient and fair when investigating and responding to information privacy complaints.

Further information

If any person would like further information on our Privacy Policy or if there any concerns over the privacy protection of the information given to us or that we have collected from others, please contact RAPAD Skilling.

End of Policy