

Purpose:

The purpose of this policy is to communicate, in an open and transparent way, how KGTA manage your personal information.

Policy Statement:

KG Training and Assessment comply with the National Privacy Principles in the Privacy Act when dealing with personal information, and is committed to effective management of personal information to protect it from unauthorised access, loss, corruption and/or theft. This policy will be kept up to date to ensure it remains fit for purpose.

Scope:

This policy applies to all KGTA staff and contractors, to all aspects of the business and all information created and/or received. It includes all information and records in all formats including documents, email, photocopies, electronic scans, facsimiles and correspondence. This policy also covers all business applications used to create, manage and store information and records, including KGTA's client record management system, email, information received from KGTA's website applications and any other database and/or business information system that KGTA may use. This policy covers information and records created, received and managed in-house and off-site.

Definitions:

- KGTA – means KG Training and Assessment
- Staff – means KGTA employees and contractors
- Contractors – means any party contracted by KGTA
- You – means the client, supplier, contractor or referee with whom KGTA has dealings with.
- We / Us – means KGTA as an entity, and/or it's staff and contractors
- RTO – means Registered Training Organisation
- VOC – means Verification of Competency
- AVETMISS – means Australian Vocational Education and Training Management of Information Statistical Standard
- JSA – means Jobs Service's Australia provider
- IT – means Information Technology

Related Documents:

N/A

Item	Policy
1.	<p>Administration of Information</p> <p>Personal information is any information or opinion about you, that either you, your employer or a third party has provided to KGTA or that we have recorded as a direct result of training and/or assessing you where your identity is apparent, or can reasonably be ascertained from the information or opinion.</p> <p>When KGTA record, retain and / or create information about you;</p> <ul style="list-style-type: none"> ○ We check that it is reasonably necessary for our functions and/or activities as a RTO. ○ We check as far as it is practicable that it is accurate, up to date and complete. This will

	<p>sometimes mean that we have to cross check the information that we collect from you with a third party, such as WorkSafe.</p> <ul style="list-style-type: none"> ○ We record and hold your information securely and apply a range of measures to protect your personal information. ○ We retrieve your information when we need to use or disclose it for our functions and activities as a RTO. At that time, we check that it is accurate, up to date, complete and relevant, with regards to the purpose of the use or disclosure. ○ Subject to some exceptions, we permit you to access your personal information. For example, where your records are recorded along with others, we will not permit you to view the records that pertain to other individuals. ○ We correct or amend your personal information when we become aware it is incorrect or is no longer accurate. ○ We destroy your personal information when it is no longer needed for any purpose for which it may be used or disclosed provided that it is lawful for us to do so. We do not destroy information that is contained in a Commonwealth Record.
<p>2.</p>	<p>Collection of Information</p> <p>KGTA collect and retain information that is reasonably necessary for our functions and activities as a RTO. The information collected and held may differ depending on whether you are a Student, an Employer, a Service Provider/Supplier or a Referee.</p> <p>KGTA may collect personal information about you from a range of publicly available sources including public media, directories, the internet and social media sites. KGTA may use technology to communicate with you, such as email. Likewise, you may make an enquiry, submit feedback or email us through KGTA's website and at times this technology may provide us with your personal information.</p> <p>KGTA advises that using the Internet can open you to risk and that you should take all necessary precautions to protect your personal information. If you feel uncomfortable about using the Internet to contact us, please do not hesitate to contact us by phone on 08 9592 2535 or visit us in person at Unit 1 / 8 Day Road, Rockingham, Western Australia.</p> <p>Student Information</p> <p>KGTA collect and retain information that is necessary to enrol you in training, manage delivery of services, identify your training needs and assess your competency. This may include;</p> <ul style="list-style-type: none"> ○ Any information that you, or a third party, provide directly to us by completing a Course Registration Form or a Verification of Competency Registration Form. ○ Any other information that you, or a third party, provide to us in connection with your enrolment for training or verification of competency. For example, items such as; <ul style="list-style-type: none"> ○ Your identification. ○ Your employer. ○ Any previous qualification/s, Statements of Attainment/s or Notice of Assessment/s you have. ○ Any other information that we collect or create as a result of your enrolment, training or assessment. For example, items such as; <ul style="list-style-type: none"> ○ A training and/or assessment paper that you partially complete or complete in full in connection with your training. ○ A record of your training results. ○ Service delivery notes, relating to discussions we have with you, or with a third party about you, whether the discussion be face to face, by telephone or via email. ○ Information that we collect to manage a complaint, investigation or inquiry that involves you.

	<p>KGTA collects personal information that may be sensitive information. For example, you may provide us with information regarding a disability, impairment or long term condition that you have. KGTA only collects sensitive information if you consent, provide it to us and if it is permitted under applicable laws.</p> <p>Employer Information</p> <p>KGTA collect and retain information about Employers that is necessary to help us undertake the delivery of our services to you and your employees. This may include;</p> <ul style="list-style-type: none"> ○ Any information that you provide to us, such as contact information. ○ Records relating to the training and/or VOC requests you make to us and the associated Purchase Orders that you provide to us for the said requests. ○ Financial data relating to Tax Invoices, Receipts and any outstanding balances associated with Training and/or VOCs you have requested, whether the training/VOCs have been conducted or not. ○ Copies of payment remittance advice. ○ Notes collected in service delivery to you that relate to discussions we have with you, your staff, agents or representatives, whether the discussions are conducted face to face, via a telephone conversation or email. ○ Information that we collect to manage a complaint, investigation or inquiry that involves you, your staff, agents or representatives. ○ Information this is publicly available through the web or other media. <p>Service Provider and Supplier Information</p> <p>KGTA collect and retain information about service providers and suppliers that is necessary to help us undertake the delivery of our services to our clients. This may include;</p> <ul style="list-style-type: none"> ○ Any information that you provide to us, such as your contact details, the products and/or services you provide, including marketing material. ○ Records relating to any agreement that we may have, such as; <ul style="list-style-type: none"> ○ Service Agreement. ○ Contract. ○ Memorandum of Understanding that may be made between us. ○ Financial data relating to Quotations, Statements, Tax Invoices and Receipts. ○ Notes collected by us that relate to discussions we have with you, your staff, agents or representatives, whether the discussions are conducted face to face, via a telephone conversation or email. ○ Information that we collect to manage a complaint, investigation or inquiry that involves you, your staff, agents or representatives. ○ Information this is publicly available through the web or other media. <p>Referees Information</p> <p>KGTA may collect and retain information about Referees that are provided to us by;</p> <ul style="list-style-type: none"> ○ A person who has applied for a position of employment with KGTA. ○ An entity who has applied to be an account holder with KGTA. ○ The information that may be recorded and retained is your contact details and your responses to reference check questions.
<p>3.</p>	<p>Purposes for Information Collected and Retained</p> <p>The way in which KGTA collect, retain, use and disclose your personal information will vary depending on whether you are a Student, an Employer, a Service Provider/Supplier or a Referee.</p> <p>KGTA will not collect or use any information for any unlawful purpose or for any act of discrimination against a person or party.</p>

	<p>Student Information</p> <p>The information that KGTA collect, retain, use and disclose about students may be used for;</p> <ul style="list-style-type: none"> ○ The identification of your training requirements and/or your potential or confirmed enrolment. ○ The necessity to validate any Qualification, Notice of Assessment or High Risk Work Licence (including the classes you hold) with an appropriate third party such as Worksafe or a similar governing body. ○ Statistical data, evidence and information that KGTA are legally obliged to collect, retain and disclose to a state or federal government, such as; <ul style="list-style-type: none"> ○ AVETMISS values. ○ Evidence collected to make an assessment decision. ○ Other statutory compliance requirements. ○ Other data to demonstrate that KGTA are meeting government guidelines. ○ An insurance claim, investigation or inquiry that involves you, your staff, agents or representatives. <p>Employer Information</p> <p>The information that KGTA collect, retain, use and disclose about employers may be used for;</p> <ul style="list-style-type: none"> ○ Our delivery of services to you. ○ Building and maintaining a working relationship with you. ○ Marketing our services to you. ○ Statistical data and other statutory compliance requirements. ○ An insurance claim, investigation or inquiry that involves you, your staff, agents or representatives. <p>Service Provider and Supplier Information</p> <p>The information that KGTA collect, retain, use and disclose about its service providers and suppliers may be used for;</p> <ul style="list-style-type: none"> ○ Contacting you, your staff, agents or representatives. ○ Making a decision on the purchase of your products or services. ○ Managing a complaint, investigation or inquiry that involves you, your staff, agents or representatives. ○ Managing a complaint, investigation or inquiry that involves a product or service that has been provided by you, your staff, agents or representatives. ○ An insurance claim, investigation or inquiry that involves you, your staff, agents or representatives. <p>Referees Information</p> <p>The information that KGTA may collect and retain about referees may be used to;</p> <ul style="list-style-type: none"> ○ Assist KGTA to make a decision regarding the suitability of a job applicant for a position of employment within KGTA. ○ Assist KGTA to make a decision regarding the suitability of an entity holding an account with KGTA.
<p>4.</p>	<p>Information Integrity and Security</p> <p>KGTA may hold your personal information as a hard copy, an electronic file or a combination of both a hard copy and an electronic file. Any personal information that is no longer required will be destroyed using secure means as long as it is lawful for us to do so.</p> <p>Information Integrity</p> <p>KGTA use a range of measures to protect your personal information and have created processes</p>

	<p>with an aim to prevent it from being;</p> <ul style="list-style-type: none"> ○ Accessed in an unlawful or unauthorised manner. ○ Interfered with or modified in any way. ○ Disclosed in an unlawful or unauthorised manner. ○ Lost in part or entirety. ○ Misused. <p>KGTA processes are also designed to preserve data in the event of a disaster.</p> <p>Information Security</p> <p>KGTA considers the security of your personal information to be of great importance and uses a range of measures to protect your data. These include;</p> <ul style="list-style-type: none"> ○ Restricted access – only KGTA staff may access your personal information when it is required for them to do so to perform necessary functions. ○ IT technology hardware and software are maintained to protect electronic files from access, loss, corruption and/or theft. These security measures include; <ul style="list-style-type: none"> ○ Username identifiers. ○ Password protection of computers and databases. ○ Current anti-virus software and firewalls. ○ Physical security of buildings is maintained to protect hard copy documents. <ul style="list-style-type: none"> ○ Information that is no longer required is destroyed in a secure fashion, such as through shredding or contracting a confidential document destruction service.
<p>5.</p>	<p>Disclosure of Information</p> <p>KGTA may be required to disclose your personal information to a third party where it is both required and lawful for us to do. Disclosure may be made;</p> <ul style="list-style-type: none"> ○ To your employer, prospective employer or JSA, in instances where you request or permit us to share information with them, or where we are required to disclose information with them regarding training or VOCs that they booked on your behalf. ○ In relation to AVETMISS data. ○ To our Insurers or a workers compensation body. ○ To a next of kin or holder of an enduring power of attorney, where consent or notification is required and it is not practicable, or we are not able to contact you to obtain consent or provide you with notification directly. ○ To any other third party who is legally entitled to have your personal information disclosed to them. <p>At times, KGTA may contract services from external and specialist suppliers. Although all practicable care is taken when this occurs, representatives of these agencies may see some of your personal information. These suppliers may include;</p> <ul style="list-style-type: none"> ○ IT contractors and technicians. ○ Database and software designers and/or providers. ○ Internet service providers or carriers. ○ Professional advisers.
<p>6.</p>	<p>Accessing Your Personal Information</p> <p>In most instances you will be able to access the personal information that KGTA hold about you. Reasons for refusing access may include;</p> <ul style="list-style-type: none"> ○ It would be unlawful for KGTA to give access. ○ It would have unreasonable impact on the privacy of other individuals. ○ The information relates to existing or anticipated legal proceedings. <p>Please contact KGTA if you would like to access your personal information. You will be required</p>

	<p>to verify your identity. Depending on the nature of your request, we may ask that you make your request in writing and we may charge a reasonable administration fee, depending on the nature of your request.</p>
7.	<p>Correction of Your Personal Information</p> <p>KGTA endeavours to keep personal information that is accurate, up to date and complete. If you become aware that any of the information we hold about you is incorrect or misleading, you can request that we amend our records. Before we amend your records you will be required to verify your identity. We will not charge an administration fee to update your information.</p> <p>If any of the information corrected had previously been provided to a third party, KGTA will at your request notify them of the corrections if it is practicable and lawful for us to do so.</p> <p>If, for some reason, KGTA refuse to correct the information, we will provide you with a written notice that sets out;</p> <ul style="list-style-type: none"> ○ Our reasons for refusal. ○ What you can do to complain about the refusal. ○ Any other matter relevant to our refusal and prescribed regulations. <p>If KGTA refuse to correct your information and you request that we associate a statement with the information, stating how it is incorrect, we will as far as it is reasonable, associate a statement in a way that makes the statement apparent to users of the information. KGTA will not charge you for making an associated statement.</p>
8.	<p>Direct Marketing</p> <p>KGTA may use your personal information to inform you about our training products, services or other information that we think may be of interest to you.</p> <p>KGTA will;</p> <ul style="list-style-type: none"> ○ Always provide you with a simple means to request us not to send you direct marketing communications. <p>KGTA will not;</p> <ul style="list-style-type: none"> ○ Send you direct marketing communications if you have requested us not to. ○ Use any of your sensitive information for direct marketing. ○ Sell or provide your personal information to any other party for the purpose of direct marketing. ○ Sell or provide your email address to any other party. ○ Use website cookies to collect your information for advertisers or any other party.
9.	<p>Complaints</p> <p>If at any time you are unhappy with how your personal information has been handled by KGTA, you are encouraged to contact us and discuss your concerns as soon as possible. If you are still concerned, you may wish to submit a formal complaint by writing to;</p> <p style="padding-left: 40px;">The Directors KG Training and Assessing PO Box 2111 ROCKINGHAM DC WA 6967</p> <p>KGTA are keen to ensure that complaints are resolved promptly in a fair and ethical manner. KGTA will act on each substantiated complaint and all complaints received in writing will be responded to.</p> <p>If you are still not satisfied with the outcome, the assistance of an external counsellor or mediator may be sought or you may wish to contact the Office of the Australian Information</p>

