

## **1. Purpose:**

This policy outlines how KG Training and Assessing (KGTA) collects, uses, stores and discloses personal information in the course of delivering training and assessment services.

The policy supports compliance with applicable privacy legislation and ensures that personal information is handled in a lawful, secure and transparent manner.

## **2. Policy Statement**

KGTA is committed to protecting the privacy of individuals whose personal information is collected or held as part of its operations.

Personal information is collected only where it is reasonably necessary for KGTA to perform its functions as a Registered Training Organisation (RTO).

KGTA manages personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

KGTA takes reasonable steps to ensure that personal information is accurate, securely stored and only used or disclosed for legitimate operational, regulatory or legal purposes.

## **3. Policy Principles**

### **3.1 Collection of Personal Information**

KGTA collects personal information that is reasonably necessary for its operations. This may include information relating to:

- prospective and enrolled students
- employers or organisations booking training
- staff and contractors
- suppliers and service providers.

Information may be collected directly from individuals or through authorised third parties such as employers, regulators or government agencies.

Examples of personal information collected may include:

- identification details
- unique student identifier
- contact details
- pre-enrolment suitability review questionnaire responses
- pre-enrolment suitability advice
- enrolment information
- training and assessment records
- licensing or regulatory documentation
- payment information
- information provided to support learning needs or reasonable adjustments.

Sensitive information is only collected where it is necessary for service delivery or regulatory compliance and where permitted by law.

### **3.2 Purpose of Collection**

Personal information collected by KGTA may be used for purposes including:

- pre-enrolment suitability review, enrolment and student administration
- delivery of training and assessment
- verification of competency or licensing outcomes
- issuing certification documentation
- regulatory reporting requirements (e.g. AVETMISS reporting)
- communication with students, employers and stakeholders
- managing complaints, appeals or investigations
- meeting legal and insurance obligations.

### **3.3 Disclosure of Personal Information**

KGTA may disclose personal information where required for legitimate operational or regulatory purposes.

This may include disclosure to:

- government departments and regulators
- licensing authorities (e.g. WorkSafe WA)
- the Student Identifiers Registrar
- auditors or compliance bodies
- employers who have arranged training on behalf of a learner
- insurers or legal advisers where required.

Personal information is only disclosed where it is lawful to do so.

### **3.4 Security and Storage of Information**

KGTA takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Personal information may be stored in secure electronic systems or physical records. Security measures may include:

- restricted staff access
- secure information systems and password protection
- data backup processes
- secure storage of physical records
- secure destruction of records when permitted.

Record retention periods are managed in accordance with KGTA's Records Management Policy.

### **3.5 Access and Correction**

Individuals may request access to personal information held about them.

Where information is found to be inaccurate, incomplete or out of date, individuals may request that the information be corrected.

Requests for access or correction requires identity verification.

### **3.6 Privacy Complaints**

If an individual believes their personal information has not been handled appropriately, they may raise the matter with KGTA.

Privacy concerns may be addressed through KGTA's Complaints and Appeals Policy and Procedure.

### **3.7 Governance**

The Director of KGTA is responsible for ensuring that:

- personal information is managed in accordance with privacy legislation
- staff understand their responsibilities regarding privacy
- appropriate security and record-keeping practices are maintained.