Privacy Policy and Procedure

**Purpose**

ARC Training has created this policy and procedure to provide a framework for the secure collection and storage of the private information of students and clients to comply with relevant legislation.

**Scope**

This policy applies to information belonging to students and clients and the guidelines for disclosure of information for employees and or third party representatives to follow.

**Definitions**

|  |  |
| --- | --- |
| RTO | Registered Training Organisation |

**Aim**

This policy and procedure is designed to inform students and clients of the methods ARC Training uses to ensure their information is secure and meets the

Policy

ARC Training provides a system for collecting and storing the information of students and clients which protects their privacy at all times. Collection of personal details and data for students and clients is retained by ARC Training in the course of conducting business as an RTO via prescribed forms and documents.

ARC Training enters all student and/or other client personal data onto a secure student management system within 10 calendar days and retains this information while training is in progress in student files.

All student files are kept in secure filing cabinets with access limited to authorised RTO staff. All staff have the appropriate training on privacy and confidentiality.

On completion of training, students paper file records are scanned and retained as archive records on a secure hard drive with access limited to authorised RTO staff. All paper records are securely destroyed offsite by a third party contractor.

Requests for information from students and changes requested to information are only completed after the identity and authority of the requestor has been confirmed.

ARC Training takes all possible care to ensure the privacy of students and clients is maintained in accordance with the relevant legislation, State and Commonwealth Government funding requirements and the National Vet Regulator.

If students or clients are unhappy with the way their personal information has been managed they may make a formal complaint by following the ARC Training Complaints and Appeals Policy which is available on the company website.

Procedure

Collection and retention of student and client data

1. All prescribed documents are collected from students and clients and sent to the RTO head office, within 3 calendar days of completion, via secure post or delivered in person.
2. All documents relating to students and clients are kept secure until entered into the student management system. (see Notes)
3. Paper records and documents are kept in secure filing cabinets and access is restricted to authorised ARC Training staff.
4. All student records are retained on the student management system. After training is completed paper files are scanned to a secure computer archive. All remaining paper is sent regularly for secure destruction by a professional external contractor. Secure bins are kept locked and are accessible by authorised persons only.

Requests to provide information and change information

1. Where the student requests information or a change to details, RTO staff will always confirm the identity of the student or request a form signed by the student authorising the release of information.
2. To confirm Identification the RTO may request details including the students USI number, date of birth and place of birth.

Provision of information to third parties

1. At enrolment, students complete an enrolment form which requires a signature for consent to provide information (in relation to training only) to third parties. This may include:
   1. VET regulator (ASQA)
   2. Government (under funding arrangements)
   3. Australian Apprenticeship Centres
   4. Employers (under traineeship contracts)
2. Circumstances regarding provision of information to third parties without student consent would only be as required by law, under order of a Court.

Requirements of Standards for National VET Regulator (NVR) RTOs 2012/ Standards for Registered Training Organisations (RTOs) 2015

ARC Training understands that all procedures must comply with the Standards for National VET Regulator (NVR) RTOs 2012/ Standards for Registered Training Organisations (RTOs) 2015, State and Commonwealth funding requirements and all other applicable legislation.

This includes adherence to legislation, and includes, but not limited to:

Privacy Act 1988

Privacy Amendment (Enhancing Privacy Protection) Act 2012

Office of the Australian Information Commissioner’s (OAIC) Australian Privacy Principles Guidelines

Guide to developing an APP Privacy Policy May 2014

Australian Skills Quality Authority (ASQA) – Data Provision Requirements

Standards for NVR (National VET Regulator) Registered Training Organisation 2015 (8.5 and 8.6)

Other relevant documents:

* Enrolment forms
* Identification documents
* Police checks
* Student assessments
* Employers contact details
* Certificates and Transcripts
* Working with children checks

Notes

Computer systems at ARC Training are constantly maintained by information technology professionals and monitored for security purposes.