

Alan Bartlett Consulting Pty Ltd collects personal information in its capacity to provide Vocational Education and Training. The company is committed to protecting the privacy of the personal information it collects and receives. This policy seeks to explain how the company uses, discloses and handles personal information.

Principle 1: open and transparent management of personal information

The company is bound by the provisions of the current Privacy Act including Privacy Principles. We are also required to assure the integrity, accuracy and currency of personal information in accordance with the current VET Framework.

Our privacy policy is available on our website located at <https://www.abconsulting.edu.au/> free of charge and we can also provide a hard copy version upon request.

Generally we will only use personal information for the primary purposes for which it is collected. Information may also be shared with state and territory government and other Australian Government authorities in accordance with the information sharing provisions contained in the National Vocational Education and Training Regulator Act.

Principle 2: anonymity and pseudonymity

In most circumstances, it is impractical for the Company to deal with individuals who have not identified themselves. We need to identify you to assist you effectively.

Principle 3: collection of solicited personal information

The personal information we collect includes:

- your name;
- date of birth;
- home address and telephone number;
- work telephone and fax numbers;
- email address;
- the status of your employment;
- academic qualifications;
- place of birth;
- languages spoken;
- any medical conditions or disabilities
- student identification number,
- information related to educational government payments or support;

This information is generally collected at enrolment by way of forms filled out, face to face meetings, interviews, business cards, telephone conversation and from third parties.

The company will not collect sensitive information unless the information:

- is reasonably necessary for or directly related to our services
- the information is required by or under Australian law

Principle 4: dealing with unsolicited personal information

If the Company receives unsolicited information, it will determine if the information is required to carry out its functions. If the Company determines that the information is not required, and does not form part of a Commonwealth record, then the Company will destroy the information as soon as practicable. If the information is required then the information will be treated.

Principle 5: notification of the collection of personal information

During the enrolment process a representative of Alan Bartlett Consulting Pty Ltd will request you complete a form stating that during your training we will be required to collate evidence that may or may not include photos of you and your workplace for the sole purpose of evidence retention. This form will ask both yourself and your employer whether or not this is permitted. Along with this request is a statement that this information may be used for publishing on a website or trade display specifically for the purposes stated. Should you wish to reject this request please indicate accordingly on the provided form. Should your employer object to this request they may do so accordingly on the appropriate form.

Principle 6: use or disclosure of personal information

Any personal information we collect is available to the staff of Alan Bartlett Consulting Pty Ltd, and is used for the purposes of:

- providing workplace training and vocational education
- providing appropriate training resources
- identifying recipients of training qualifications
- accessing public funding
- seeking feedback from you on ways to improve our services
- administering and managing our training services including charging, billing and collecting debts

We only disclose personal information to the relevant local state or territory government departments. The Company will not use or disclose this information for any other purpose than above unless you consent to the use and disclosure of the information.

Principle 7: direct marketing

The company will not give your information out to third-party marketing forms without your consent to the use or disclosure of such information for the purpose.

Exception

The company may use or disclose personal information for the purpose of direct marketing if:

- the organisation is a contracted service provider for a Commonwealth contract; and
- the organisation collected the information for the purpose of meeting (directly or indirectly) an obligation under the contract; and
- the use or disclosure is necessary to meet (directly or indirectly) such an obligation.

Principle 8: cross-border disclosure of personal information

Should a need arise to disclose information to third parties located overseas the Company will take such steps as are reasonable in the circumstances to ensure that the overseas recipient does not breach Australian Privacy Laws in relation to the information.

Principle 9: adoption, use or disclosure of government related identifiers

The company's policy is to not:

- use a government related identifier of an individual (such as a Medicare number or driver's licence number) as our own identifier of individuals; or
- otherwise use or disclose such a government related identifier, unless this is permitted by the Privacy Act (for example, where the use or disclosure is required or authorised by or under an Australian law or a court/tribunal order).

Privacy Principle 10: quality of personal information

The Company takes all reasonable precautions to ensure that the personal information we collect is accurate, complete and up-to-date. The accuracy of the information is, however, predominantly dependent on the information which you provide to us or by any other entity authorised to provide such information.

Principle 11: security of personal information

We hold personal information in a number of ways including in electronic databases and in paper files held in drawers and cabinets. The company will take reasonable steps to:

- make sure the personal information we collect, use and disclose is accurate, up to date and complete and in the case of a disclosure relevant;
- protect the personal information that we hold from misuse, interference and loss and from unauthorised access, modification or disclosure.
- Once such information is no longer required the Company will take such steps as are reasonable in the circumstances to destroy the information or to ensure that the information is de-identified.

Principle 12: access to personal information

Individuals have a right to request access to the personal information that the company holds about them and to request its correction. There are exceptions and in that instance we would refer you the APP.

The company will endeavour to respond to access requests within a reasonable time. If we refuse your access or correction request we will provide you with a written notice either by mail or email setting out the reasons for our refusal.

Principle 13: correction of personal information

Should you request the company to correct the information the company will take such steps as are reasonable in the circumstances to correct the information to ensure that the information is accurate, up to date, complete relevant and not misleading.

If you have any queries or complaint regarding compliance of this Privacy Policy, please contact us immediately.