



[RTO National Provider No: 32145]
[ABN: 13 138 320 662 ACN: 138 320 662]

CONFIDENTIALITY AND PRIVACY POLICY

PURPOSE

Health Industry Training is privy to private, confidential information from students when enrolling in our courses. Our students must be secure in the knowledge that all staff will show a high degree of professionalism in respecting the privacy and confidentiality of information they acquire.

POLICY

The purpose of this policy to provide staff with the guidelines and procedures which must be adhered to, to ensure the protection of sensitive and confidential information obtained from students enrolled outside the VET FEE HELP scheme.

Health Industry Training complies with the requirements of the Information Privacy Principles set out in the *Privacy Act 1988* in relation to the collection of information relating to all students.

Health Industry Training will allow a Student to apply for and receive a copy of the VET personal information that the provider holds in relation to that Student.

PERSONNEL AFFECTED

All past, present and future staff of Health Industry Training.

COLLECTION OF INFORMATION

Personal information will not be collected unless:

- the information is collected for a purpose directly related to Students; and
- the collection of the information is necessary for or directly related to that purpose.

Personal information will not be collected by unlawful or unfair means.

Where personal information is collected for inclusion in a record or in a generally available publication Health Industry Training will take reasonable steps to ensure that, before the information is collected or, if that is not practicable, as soon as practicable after the information is collected, the Student concerned is generally aware of:

- the purpose for which the information is being collected;

- if the collection of the information is authorised or required by or under law the fact that the collection of the information is so authorised or required; and
- with whom the information may be shared (such as the Australian Government)

Where Health Industry Training solicits and collects personal information for inclusion in a record or in a generally available publication it will take reasonable steps to ensure that:

- the information collected is relevant to that purpose and is up to date and complete; and
- the collection of the information does not intrude to an unreasonable extent upon the personal affairs of the Student.

Storage and security of personal information

Health Industry Training will ensure:

- that the record is protected, by such security safeguards as it is reasonable in the circumstances to take, against loss, against unauthorised access, use, modification or disclosure, and against other misuse; and
- that if it is necessary for the record to be given to a person in connection with the provision of a service to Health Industry Training, everything reasonably within the power of the Health Industry Training will be done to prevent unauthorised use or disclosure of information contained in the record.

Health Industry Training will maintain a record setting out:

- the nature of the records of personal information kept by or on behalf of the record-keeper;
- the purpose for which each type of record is kept;
- the classes of individuals about whom records are kept;
- the period for which each type of record is kept;
- the persons who are entitled to have access to personal information contained in the records and the conditions under which they are entitled to have that access; and
- the steps that should be taken by persons wishing to obtain access to that information.

Access to either paper-based or electronic records is available to authorised staff only and must only be retrieved or changed by staff with appropriate authorisation.

Paper-based documents should not be left where any unauthorised personnel, students or members of the public can access them. All student records which contain confidential information must be stored securely in a lockable cabinet.

All electronic records should be stored on a secure drive that is password protected and has limited access to authorised staff only.

Health Industry Training will not use the information without taking reasonable steps to ensure that, having regard to the purpose for which the information is proposed to be used, the information is accurate, up to date and complete. Health Industry Training will not use the information except for a purpose to which the information is relevant.

Disclosure

Health Industry Training will not disclose the information to a person, body or agency (other than the individual concerned) unless:

- the individual concerned is reasonably likely to have been aware that information of that kind is usually passed to that person, body or agency;
- the individual concerned has consented to the disclosure;
- Health Industry Training believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the student or of another person;
- the disclosure is required or authorised by or under law; or
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, the record-keeper shall include in the record containing that information a note of the disclosure.

A person, body or agency to whom personal information is disclosed will not use or disclose the information for a purpose other than the purpose for which the information was given to the person, body or agency.

Publication

This Confidential and Privacy Policy will be made available to students and potential students through publication on the website (www.healthindustrytraining.org)

This Confidential and Privacy Policy was agreed to and ratified by the General Manager, Health Industry Training on 4 January 2013.