	MANAGEMENT SYSTEM	Manual	Type/Number
		RTO	QPP003
		Name	
		Privacy	

1. Purpose

Safetynet Management Solutions is committed to protecting the privacy of personal information. This procedure sets out the way we handle personal information including the use and disclosure of personal information, as well as client rights to access their personal information.

2. Scope

This policy only applies Safetynet Management Solutions databases and files and does not cover any State, Territory or Commonwealth Government database or file.

3. References

- QPP001 Administration and Records Management
- QPP006 Competency in Delivery and Assessment
- QPP016 Access and Equity
- QPP022 Participant Registration and Induction
- QPP023 Recognition of Prior Learning/Recognition of Current Competency
- QPP028 Complaints, Grievances and Appeals

4. Procedure

4.1 Personal Information collected by Safetynet Management Solutions


In order to provide training and assessment services we need to collect personal information upon a participant enrolling in a course/qualification to be provided by Safetynet Management Solutions.

This information is required to be reported to state/territory registering bodies under the requirements of the Australian Vocational Education and Training Management Information Statistical System (AVETMISS). Information collected is as follows:

- Name;
- Address;
- Contact details (telephone);
- Date of Birth;
- Gender;
- Country of birth;
- Citizenship;
- Whether Aboriginal or Torres Strait Islander;
- Language spoken at home;

Authorised by: Director	Date: 01/11/14	Review Date: 01/11/16	Issue No: 5	Page 1 of 4
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	MANAGEMENT SYSTEM	Manual	Type/Number
		RTO	QPP003
		Name	
		Privacy	

- Disability information;
- Education details;
- Previous qualifications;
- Employment status;
- Reason for undertaking study; and
- Unique Student Identifier (USI) number.

Safetynet Management Solutions only collects personal information by fair and lawful means and not in an unreasonably intrusive manner.

4.2 Sources of Personal Information Collected

Safetynet Management Solutions collects personal information directly from each participant at registration.

Safetynet Management Solutions does not collect personal information from any other source.

4.3 Advice provided to clients

At the time Safetynet Management Solutions collects personal information we will take reasonable steps to ensure that clients are made aware of:

1. Safetynet Management Solutions identity and how to contact us;
2. The participant's rights with regard to accessing their personal information;
3. The purpose for which the personal information was collected;
4. To whom we disclose personal information to;
5. Any law that requires us to collect particular personal information; and
6. The main consequences, if any, for the client if they do not provide all or part of the information we require.


4.4 Use and Disclosure

Safetynet Management Solutions will use its best efforts to ensure that the information provided to us remains private and is used only for the purposes the participant agrees to.

Safetynet Management Solutions will not reveal, disclose, sell, distribute, rent, license, share or pass personal information on to a third party, other than those that we have a binding agreement with ensuring that the third party affords the personal information similar levels of protection as we do.

Authorised by: Director	Date: 01/11/14	Review Date: 01/11/16	Issue No: 5	Page 2 of 4
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	MANAGEMENT SYSTEM	Manual	Type/Number
		RTO	QPP003
		Name	
		Privacy	

In order to provide participants with training and assessment services, we are required to disclose personal information to third parties such as:

- State/Territory Government Departments (if the program is Government funded); and
- AVETMISS Reporting (yearly); and
- National Centre for Vocational Education Research.

Further, Safetynet Management Solutions may use and disclose personal information to provide training and assessment services specified to the participant at the point of collection or for another purpose if:

- The client would reasonably expect us to disclose it for that purpose;
- That purpose is related to the purpose specified to the client at the time of collection.
- Safetynet Management Solutions reasonably believes that the use is necessary to lessen or prevent a serious and imminent threat to an individual's life or health;
- Safetynet Management Solutions has reason to suspect that unlawful activity has been, or is being engaged in, and uses the information as part of its investigation, or in reporting its concerns to the relevant authority;
- The use and disclosure is specifically authorised by law; or
- The use and disclosure is reasonably necessary for the enforcement of the criminal law, a law imposing a pecuniary penalty, or for the protection of the public revenue.

Safetynet Management Solutions does not use or disclose personal information for the purposes of direct marketing unrelated products or services without prior consent by the client.

4.5 Data Quality


Safetynet Management Solutions will take reasonable steps to ensure that personal information is accurate, complete and up-to-date. Participants are encouraged to help us keep their personal information accurate, complete and up-to-date by contacting us and informing us of any changes to details.

4.6 Data Security

Safetynet Management Solutions is committed to protecting the privacy of personal information. We take reasonable steps to protect personal information from misuse, loss and from unauthorised access, modification or disclosure. We ensure this by having such security measures as:

Authorised by: Director	Date: 01/11/14	Review Date: 01/11/16	Issue No: 5	Page 3 of 4
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	MANAGEMENT SYSTEM	Manual	Type/Number
		RTO	QPP003
		Name	
		Privacy	

- Individual password access to systems and databases

We will also take reasonable steps to destroy or permanently de-identify personal information if it is no longer required for any purpose.

4.7 Access and Correction

Participants are provided with the opportunity to access the personal information we hold on them and where appropriate, may be able to correct that information if they determine that it is incorrect.

4.8 Unique Student Identifier (USI)

Participants must provide their USI prior to commencement of the course. Safetynet is required legally to check the information under the Student Identifiers Act 2014. Participants will be required to have a valid and verified USI before Safetynet is able to issue a qualification or statement of attainment to the participant.

Safetynet Management Solutions will not adopt as its own identifier an identifier that has been assigned by a government agency.

Where practicable Safetynet Management Solutions will not use or disclose an identifier assigned to an individual by a government agency.

4.9 Resolving Privacy Concerns

Participants are able to raise any concerns they may have regarding our personal information handling practices by contacting Safetynet Management Solutions direct.

4.10 Use of the Internet/E-Data Transmission

Safetynet Management Solutions will take all reasonable steps to protect personal information security when using e-data transfers but is aware that no transmission of information by email or to a registering body website is ever totally secure.