

# Policy & Procedure for Privacy

## Policy

MGA Industry Training is committed to protecting employee and client privacy and confidentiality in line with State and Federal Privacy legislation.

This policy focuses on MGA Industry Training's commitment to protecting the privacy of its participants and outlines the various ways in which it ensures this protection.

Credit card details submitted to MGA directly are only stored for the processing of payment and are destroyed when processing is completed. Credit card details are not stored on the MGA website. MGA is not privy to credit card details when utilising the eWay payment option.

For the purpose of this policy personal information is described as follows:

### Personal information

"Is information or an opinion that identifies an individual or allows their identity to be readily identified from such information. It includes but is not limited to information such as a person's name, address, financial information, marital status or billing details."

## Procedure

### 1.0 Collection of personal information

#### 1.1 Staff

- MGA will collect personal information from staff in order to obtain the information required to meet employment, legal and taxation obligations.
- Information collected includes general personal details and may include details of any disability or health issue that may affect the staff member's ability to meet the requirements of their position.

#### 1.2 Participants

- MGA is required to collect personal information from participants in order to process enrolments and obtain the information required to provide suitable training and assessment services. Where applicable information may also be required to comply with AVETMISS standards as specified by government regulators.
- Information collected includes general personal details and may include details of any disability or health issue that may affect the participant's ability to undertake training and/or assessment activities.
- MGA will only collect personal information that is required for the purposes of employment or education, or in meeting government reporting requirements.
- MGA collects all personal information in writing, either from an employment application and personal details form, or an enrolment form, directly from the person whom the information is about. (Where applicable information may be collected from the parent or guardian of a participant under the age of 18.)

## **2.0 Use and disclosure of personal information**

### **2.1 Staff**

- MGA uses personal information of its staff for the purposes of meeting employment requirements including payroll, superannuation and taxation.

### **2.2 Participants**

- MGA uses personal information of its participants for the purposes of meeting VET requirements for the awarding of national qualifications, and to comply with reporting requirements where relevant, as specified by government regulators.
- Personal information as collected through the enrolment form or through other means will be passed on to government regulators as per legal data collection requirements. This personal information may also be accessed for the purposes of an audit by the Australian Skills Quality Authority (ASQA) or relevant state governing bodies.

Personal information will not be used in any way other than those outlined in this policy, and any other ways that might reasonably be expected.

## **3.0 Access to personal information**

- It is a policy of MGA to allow access to personal files at any time to the person to whom those files relate, upon written request.
- Staff and participants may access their files by submitting their written application to the Training Department

## **4.0 Storage and security of personal information**

- MGA will take all reasonable steps to maintain the privacy and security of personal information.
- Information stored electronically is kept on a secure server and access is restricted to authorised employees. This server is regularly backed up and kept in a secure location.
- Paper-based documents containing personal information are in a locked filing cabinet and held within a secure area within MGA's premises.
- Where documents are required to be transferred to another location, personal information is transported securely in an envelope, folder or document bag.
- Reasonable steps will be taken to destroy or permanently de-identify personal information when it is no longer required for any purpose.
- Non-active hard copy files are archived at a secure location for 7 years after the date of withdrawal or completion of training.

## **5.0 Confidential Information**

MGA will make all reasonable efforts to protect confidential information received from clients or partner organisations during business operations. This information will not be disclosed without the prior consent of the client or partner organisation.

## **6.0 Privacy Statement**

A privacy statement is available for all persons in contact with MGA to identify the way in which personal information is handled by the RTO. (Appendix A)

## **Appendix A:**

### **RTO Privacy Statement**

MGA Industry Training is committed to protecting the privacy of your personal information. This statement explains how we handle your personal information.

This statement only applies to our databases and files and does not cover any State, Territory or Commonwealth Government database or file. You are advised to contact the relevant government agency for a copy of their privacy policy.

Where we use the words 'we' and 'us' in this document, it means MGA Industry Training.

#### **Your Personal Information**

In order to provide you with training, employment and associated services, we may need to collect personal information such as your name, address, contact details, work history, qualifications, job seeker identification number, government benefit card, etc.

If you decline to provide your personal information, MGA Industry Training may not be able to:

- provide the product or service you requested, or
- enter a business relationship with you

#### **Collection of personal information**

Where practicable, we will endeavor to collect personal information directly from you.

Where services are provided on behalf of a Commonwealth and/or State Government Department, we may collect personal information from such government departments and agencies.

We may also need to collect personal information from other third parties with or without your direct involvement or consent, such as an employer. However, this will not include sensitive information

#### **Use and disclosure**

We will use our best efforts to ensure that the information you provide to us remains private and is used only for the purposes you agree to.

We will only disclose personal information to a third party where one or more of the following apply:

- you have given consent (verbal or written)
- it is authorised or required by law, or necessary for enforcement of law
- it will protect the rights, property or personal safety of another person
- the assets and operations of the RTO business are transferred

#### **Access to personal information**

You can access the personal information we hold on you, except when government legislation requires or authorises the refusal of access.

To access your personal information, you will need to contact the Training Department in writing and specify the type/s of information you wish to view. You will be required to provide proof of identification.

### **Storage & Security**

We will take reasonable steps to maintain the privacy and security of personal information. We ensure this by having such security measures as:

- Storing electronic information on a secure server with restricted access
- Storing paper-based documents securely on our premises

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

### **Resolving privacy concerns**

If you wish to raise a concern about a privacy matter you should contact the Training Department.