

## Policy

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

*NB: when referring to MGA- Master Grocers Australia – parent company for MGA Industry Training and other affiliate names regarding the RTO Toid # 41228*

### 1.0 Credit Cards/Payments

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.

- All online credit card transactions performed on this site using the eWAY gateway are secured payments.
- Payments are fully automated with an immediate response.
- The complete credit card number cannot be viewed by Master Grocers Australia Ltd or any outside party.
- All transactions are performed under SSL Certificate.
- All transaction data is encrypted for storage within eWay's bank grade data center, further protecting credit card details.
- data
- eWAY is an authorised third party processor for all the major Australian banks.
- eWAY at no time touches funds, all monies are directly transferred from the credit card to the merchant account held by Master Grocers Australia Ltd.

*For 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."*

## 2.0 Collection of personal information

### 2.1 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.

## 2.2 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 or electronically through our LMS, from 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.)

The enrolment form collects all information required by the VET sector as per RTO Standards 2015

## 3.0 Use and disclosure of personal information

### 3.1 Staff

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

### 3.2 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. This includes the NSW Food Authority for issuing the Food Safety Supervisor Certificate through their mandated database

Personal information 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.

## 4.0 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/verbal request directly with the Training Manager.

MGA may disclose some personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship.
- Employer – if you are enrolled in training paid by your employer.
- Commonwealth and State or Territory government departments and authorised agencies.
- NCVET.

MGA will take all necessary measures to prevent unauthorised access to or disclosure of your personal information. This personal information will be disclosed as required to the State Government authorised body. This information will not be disclosed to any other external agencies unless required or authorised by law.

## 5.0 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 scanned into the secure server and access is restricted to authorized employees. The paper documents are then destroyed in a secure manner

Reasonable steps will be taken to destroy or permanently de-identify personal information when it is no longer required for any purpose.

Personal information is stored in the organisations electronically (student management system and Record drive) for a minimum period of 30 years.

Refer to Management of Student records Policy for further information.

## 6.0 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.