

# Privacy Policy

## 1. Purpose

Gramac Training Solutions is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Gramac Training Solutions is required to comply with Federal law regarding Privacy and confidentiality of employees, learners, contractors and employers. We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

The purpose of this policy is to outline how Gramac Training Solutions complies with Privacy Act 1988 and Australian Privacy Principles (APPs).

## 2. Policy Statement

As a Registered Training Organisation (RTO), Gramac Training Solutions collects your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you don't provide adequate information as requested, we may not be able to process your application.

Gramac Training Solutions is committed to complying with obligation under Privacy Act 1988, and the associated Australian Privacy Principles (APPs), specifically in the way it collects, uses, secures and discloses personal information. Gramac Training Solutions is committed to safeguarding any confidential information obtained by the RTO.

Gramac Training Solutions will ensure:

- It maintains and provides a current Privacy Policy
- Information gathered for the express purpose of training and assessment matters will not be disclosed to a third party unless prior written consent is provided by the individual concerned, except that required by law
- The secure storage of all records
- The confidentiality of all information maintained on records.

## 3. Definitions

**AVETMISS** means The Australian Vocational Education and Training Management Information Statistical Standard for VET providers and is the data standard for the National VET Provider Collection and the VET in Schools Collection, which collects training information from government funded and privately-operated training providers.

**NCVER** means The National Centre for Vocational Education Research and is the national professional body responsible for collecting, managing, analysing and communicating research and statistics on the Australian vocational education and training (VET) sector.

## 4. Policy Principles

### 3.1 Legislation

- a) Gramac Training Solutions, although not required to, chooses to abide by the Privacy Act 1988 and associated 13 x Australian Privacy Principles (APPs).
- b) The APPs came into force on 12 March 2014 and set out standards, rights and obligations for the handling, holding, accessing and correction of personal information (including sensitive information).
- c) We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) [NVETR Act]) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector (AVETMISS).
- d) We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

### 3.2 Underpinning Principles

- a) Personal Information is defined in the Privacy Act 1988 to mean “information or an opinion about an identified individual, or an individual who is reasonably identifiable:
  - i. whether the information or opinion is true or not; and
  - ii. whether the information or opinion is recorded in a material form or not.
- b) Sensitive Personal Information is defined in the Privacy Act 1988 to mean “information or an opinion about an individual’s” that is also personal information, such as:
  - i. racial or ethnic origin; or
  - ii. political opinions; or
  - iii. membership of a political association; or
  - iv. religious beliefs or affiliations; or
  - v. philosophical beliefs; or
  - vi. membership of a professional or trade association; or
  - vii. membership of a trade union; or
  - viii. sexual orientation or practices; or
  - ix. criminal record.


## 5. Consideration of Personal Information Privacy

- a) Open and Transparent Management of Personal Information. Gramac Training Solutions will :
  - i. Ensure that personal information is managed in an open and transparent way.
  - ii. Take reasonable steps to implement practices and procedures that will facilitate dealing with enquiries or complaints from individuals regarding compliance with the Australian Privacy Principles (APPs).
  - iii. Ensure that it maintains an up-to-date policy about the management of personal information.
  - iv. Ensure that Gramac Training Solutions Privacy Policy contains the following information:
    - The kind of information that is collected and held
    - How the information is collected and held
    - The purposes for which information is collected, held, used and disclosed

- How an individual may access their personal information that is held by Gramac Training Solutions and seek correction of such information as necessary
  - How the individual may make a complaint about a breach of the APPs and how Gramac Training Solutions will deal with such a complaint
  - Whether Gramac Training Solutions is likely to disclose personal information to overseas recipients, and if so the countries in which such are likely to be located.
- v. Provide the Privacy Policy free of charge and in such form as appropriate, and as is reasonable.
- b) Anonymity and Pseudonymity. Gramac Training Solutions will:
- i. Respect that individuals may not wish to identify themselves when making enquiries on Gramac Training Solutions products and services;
  - ii. However, require full personal details as required by law and for identification purposes from clients.

## 6. Collection of Personal Information

- a) Gramac Training Solutions will not collect personal information from you unless that information is necessary for one or more of its functions or activities or is required by law.
- b) Gramac Training Solutions advises that it is required under the Data Provision requirements 2012, to collect personal information about you and disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).
- c) Gramac Training Solutions will take reasonable steps at or before the time of collection to ensure that you are aware of:
  - i. Who we are and how to contact us
  - ii. How to request access to your own information
  - iii. The purpose for which the information is being collected
  - iv. Any organisation to which we would normally disclose information of that kind
  - v. Any law that requires the information to be collected
  - vi. The main consequences for the individual if all or part of the information is not provided.
- d) Gramac Training Solutions collects information from you in the following ways:
  - i. When you register your interest on line, apply for enrolment, request certain services or products, or otherwise contact or do business with us.
  - ii. Information may be collected from enrolment forms, certified documents, telephone calls, faxes, emails, letters sent by you.
  - iii. Information may be collected from third parties, such as other training providers, regarding confirmation of training and ongoing professional development that you have attended, as permitted by you.
- e) Should Gramac Training Solutions collect information about you from a third party we will take reasonable steps to ensure that the individual is or has been made aware of the matters listed above except to the extent that making the individual aware of the matters would pose a serious threat to the life or health of any individual.
- f) If you would like Gramac Training Solutions to apply for a USI on your behalf, your identity will need to be verified and personal details will be collected. In accordance with Section II of the Student Identifiers Act 2014, Gramac Training Solutions will securely destroy personal information which we collect from individuals solely for the purpose of applying for a USI on their



behalf as soon as possible after we have made the application, or the information is no longer needed for that purpose.

## 7. How the NCVET and other bodies handle your personal information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVET for purposes that include:

- Populating authenticated VET transcripts
- Administration of VET
- Facilitation of statistics and research relating to education, including surveys and data linkage;
- Understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable: administration of VET, including program administration, regulation, monitoring and evaluation facilitation of statistics and research relating to education, including surveys and data linkage understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVET to conduct research on NCVET's behalf. The NCVET does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy on their website or contact us for a printed copy.

Department of Education Skills and Employment (DESE) is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice on their website or contact us for a printed copy.

## 8. Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted. Any survey you receive which comes directly from Gramac Training Solutions is required to be completed please.

## 9. Dealing with Personal Information

- a) Gramac Training Solutions will not use or disclose personal or sensitive information for any purpose other than what it was collected for, unless the relevant person has provided written consent to use or disclose that information in circumstances that are different to those for which it was collected. The circumstances where an exception may occur are:
  - i. Where the use or disclosure of this information is required or authorised by or under an Australian law or a court/tribunal order
  - ii. The individual would reasonably expect Gramac Training Solutions to use or disclose the information for the secondary purpose
  - iii. A permitted health situation exists in relation to the use or disclosure of the information by Gramac Training Solutions

- iv. A permitted general situation exists in relation to the use or disclosure of the information by Gramac Training Solutions
  - v. Gramac Training Solutions reasonably believes that the use or disclosure of the information is reasonably necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body.
- b) Gramac Training Solutions collects your personal information so as to:
- i. Process applications
  - ii. Manage your enrolment
  - iii. Record and maintain your details
  - iv. Administering training programs
  - v. Record and maintain details of your ongoing training and assessment
  - vi. Provide you with details regarding client services, benefits, and training opportunities
  - vii. Notify you about upcoming events and opportunities
  - viii. Gain feedback from you
  - ix. Communicate with you
  - x. Report to relevant authorities as required by law.
- c) Direct Marketing. Gramac Training Solutions:
- i. May use personal information (specifically your name and relevant address details) and information about your preferences for direct marketing (i.e., the communication channels which you prefer for receiving direct marketing from us and the types of products and services in which you are interested in) so as to let you know about our services and benefits, where we have your consent.
  - ii. Provides an opt-out and/or unsubscribe method that is easily accessible for individuals to request not to receive direct marketing communications.
- d) Cross Border Disclosure. Gramac Training Solutions:
- i. Does not disclose personal information to overseas recipients unless prior written approval is received by the individual who the personal information relates.
- e) Adoption, use or disclosure of Government Related identifiers. Gramac Training Solutions:
- i. Is required by law (Student Identifier Act) to collect, maintain and report to relevant Government agencies the individual's Unique Student Identifier (USI) number in accordance with the National VET Provider Collection Data Provision Requirements.
  - ii. Will not disclose the Unique Student Identifier (USI) number for any other purpose, including on any Certification documents you receive.
  - iii. Must not adopt the Unique Student Identifier (USI) number as its own identifier of the individual.

## 10. Integrity of Personal Information

- a) Quality of Personal Information. Gramac Training Solutions will take steps, as are reasonable, to ensure that the personal information it:
- i. Collects is accurate, up to date and complete
  - ii. Uses or discloses, is, having regard to the purpose of the use or disclosure, accurate, up to date, complete and relevant.
- b) Security of personal information. Gramac Training Solutions will take steps, as are reasonable in the circumstances to:
- i. Protect the information from misuse, interference and loss as well as unauthorised access, modification or disclosure.

- ii. Destroy the information or to ensure that the information is de-identified.

## 11. Access to and Correction of Personal Information

- a) Gramac Training Solutions will provide all learners with access to their own personal records, where the individual can review their own personal information.
- b) In some circumstances, Gramac Training Solutions may not permit access to individuals for their personal information. If this is ever the case, Gramac Training Solutions will provide full details for the legal reasons for this decision. These may include that Gramac Training Solutions believes:
  - i. That giving access to the information would pose a serious threat to the life, health or safety of the individual, or to public health or public safety; or
  - ii. Giving access would have an unreasonable impact on the privacy of other individuals; or
  - iii. The request for access is frivolous or vexatious; or
  - iv. The information relates to existing or anticipated legal proceedings between Gramac Training Solutions and the individual, and would not be accessible by the process of discovery in those proceedings; or
  - v. Giving access would reveal the intentions of Gramac Training Solutions in relation to negotiations with the individual in such a way as to prejudice those negotiations; or
  - vi. Giving access would be unlawful; or
  - vii. Denying access is required or authorised by or under an Australian law or a court/tribunal order; or
  - viii. Both of the following apply:
    - Gramac Training Solutions has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to Gramac Training Solutions functions or activities has been, is being or may be engaged in;
    - Giving access would be likely to prejudice the taking of appropriate action in relation to the matters; or
  - ix. Giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body; or
  - x. Giving access would reveal evaluative information generated within Gramac Training Solutions in connection with a commercially sensitive decision-making process.
- c) When dealing with requests for access to personal information, Gramac Training Solutions will:
  - i. Respond to request for access within 30 days of the request, if from an individual, and within a reasonable time, if the request is from an organisation: and
  - ii. Provide access to the information in the manner requested if it is reasonable and practicable to do so.
  - iii. For all access requests an “Access Authorisation Form” is completed.
- d) Gramac Training Solutions does not charge a fee for access to personal information. The exception is re-prints of certification documentation previously supplied.
- e) With regard to the correction of personal information held:
  - i. should Gramac Training Solutions be satisfied that information is inaccurate, out of date, incomplete, irrelevant or misleading, Gramac Training Solutions will take such steps as reasonable to correct the information to ensure that, having regard to the purpose for which it is held, the information is accurate, up-to-date, complete, relevant and not misleading.

- ii. Should Gramac Training Solutions refuse to correct information, Gramac Training Solutions will give written notice to the individual that sets out:
  - The reason for refusal
  - The mechanisms available to complain about the refusal; and
  - Any other matter prescribed by the regulations.

See Privacy Procedures

## 12. Responsibilities

Director Gramac Training Solutions ensures that all employees are made aware of this policy and its underpinning legislative requirements and always comply with this policy.

Director Gramac Training Solutions ensures that all clients have access to and awareness of this policy.

## 13. Records Management

All documentation from regarding complaints concerning Access and Equity matters are maintained in accordance with Records Management Policy.

## 14. Monitoring and Improvement

All Access and Equity practices are monitored by the Director Gramac Training Solutions and areas for improvement identified and acted upon, in line with the Continuous Improvement Policy

## 15. Referenced Documents

Doc #	Document Name
4	Continuous Improvement Policy
10	Risk Management Policy
13	Access Authorisation Form
40	Records Management Policy
702	Privacy Procedures

## 16. Standards for RTOs 2015 Covered in this Policy

Clause	Cross Reference	Clause	Cross Reference
Standard 8.5	Whole Document		

## 17. Further Information

[Standards for RTOs 2015](#)

[Privacy Principles](#)

[Privacy Act 1988](#)

[NCVER Privacy Policy](#)

[DESE VET Data Privacy Notice](#)