

PRIVACY POLICY

To ensure the Anglicare Canberra and Goulburn Registered Training Organisation (Anglicare RTO) meets the requirements of the Privacy Act 1988

SCOPE

This policy is relevant to people who access courses and qualifications within Anglicare College's RTO.

POLICY

We may use information collected about individual participants for any of the following purposes to enable us to:

- perform administrative tasks;
- inform potential and current participants about our services or those of other organisations;
- develop new training and assessment services that may be of help to you;
- comply with all regulatory bodies and reporting on all activity to state and territory funding bodies if required; and
- build and maintain a relationship with you and to assist in the resolution of any complaints.

Subject to the provisions of the Privacy Act current participants may have access to the information that we have collected. More information on how participant files are kept, and the process for accessing it, is contained in the Participant Handbook.

Anglicare will follow the following ten national privacy principles in the handling of personal information of participants / employees:

- **Collection** - We will collect only the information necessary for one or more of our functions. The individual will be told the purposes for which the information is collected.
- **Use and disclosure** - Personal information will not be used or disclosed for a secondary purpose, unless the individual has consented or a prescribed exception applies.
- **Data quality** – We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
- **Data Security** – We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
- **Openness** – We will document how we manage personal information and when asked by an individual, will explain the information it holds, for what purpose and how we collect, hold, use and disclose the information.
- **Access and correction** - The individual will be given access to the information held, except to the extent that prescribed exceptions apply. We will correct and update information errors described by the individual.
- **Unique Identifiers** - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out our functions efficiently.
- **Anonymity** - Wherever possible, the organisation will provide the opportunity for the individual to interact with them without identifying themselves.

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To be reviewed – May 2025

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- **Trans-border Data Flows** - The individual's privacy protection applies to the transfer of personal information out of Australia.
- **Sensitive Information** – We will seek the consent of the individual when collecting sensitive information about the individual, such as health information, or information about the individual's racial or ethnic background or criminal record.

RESPONSIBILITY

Anglicare organisation wide and portfolio specific policy documents must be ratified by the Chief Executive Officer (CEO).

It is the responsibility of the **RTO Manager** to maintain the review process, consult with relevant stakeholders and present this policy for authorisation by the CEO every two (2) years or sooner if a need is identified.

Anglicare RTO employees are responsible for adhering to authorised policy and for communicating any identifying gaps and areas within the existing policy.

RELATED DOCUMENTS

- ENR003 Anglicare College Student Handbook

RELATED LEGISLATION

- *Privacy Act 1988*

FEEDBACK

Feedback on this policy can be submitted to policy@anglicare.com.au.

COMPLIANCE

Non compliance with this policy may result in disciplinary action up to and including dismissal or exclusion from further participation in the training or course.

Responsibility: RTO Manager

Approved: May 2023



Cathy Deschamps
RTO Manager