

Privacy Policy

PURPOSE

The purpose of this policy to outline how Perth Training Institute Pty Ltd protects and manages privacy of staff, clients and customers.

SCOPE

This Policy applies to all managers, employees and contractors of PTI. This Policy also applies to Learners enrolled in a Perth Training Institute Pty Ltd course or qualification.

Policy

Perth Training Institute Pty Ltd is committed to protecting the confidentiality and privacy of its staff, contractors and clients and, as such, is intent on complying with the Privacy Act 1988 and the subsequent Privacy Amendment (Enhancing Privacy Protection) Act 2012 which came into effect on 12th March 2014. It is thus the policy of PTI to comply with the Australian Privacy Principles (APPS) set out in the Act.

PTI collects and releases, in the normal course of business, information relating to its own staff, contractors, customers and training Learners.

Staff and Contractors

PTI collects and releases information about its staff and contractors which a business of this type would normally be expected to collect. This includes but is not limited to resumes, qualifications, medical records related to absences (as required by our SOPs), financial records and performance reports. Information is collected and released in the normal course of business.

Training Learners

To ensure PTI fulfills their responsibilities as a Registered Training Organisation (RTO), the business will collect, use, store, and disseminate personal information, as defined by the Privacy and Personal Information Protection Act 1998, in a manner consistent with the Information Protection Principles contained within that Act and those requirements as outlined in the Data Provisions of the VET Quality Framework Standards for Registered Training Organisations 2015, including all data required for AVETMISS and other required reporting.

Information on Learners of training is collected through enrolment forms and assessment records. PTI will protect personal information about Learners from misuse or loss. Only staff who require Learner information to provide services or to process information are permitted access.

Personal information is stored in hard copy documents and/or in training record management systems. We maintain regular security checks to ensure the confidentiality of the information. Learner information that is collected from someone other than the Learner i.e. employer, the Learner will be notified and advised the circumstances for the collection.

Information is released to authorised parties in person, in writing, by telephone, by fax, by email and by reports. This information may be released to the Learner themselves, employers, and government agencies. Should information be required to be released to an additional source not previously nominated, consent is sought from the individual in writing.

Access to personal information

Learner related reports generated from personal information, combined with information gathered, are forwarded to the authorised parties and copies are forwarded to employers and the Learner, unless permission to do so has been restricted or revoked. Learners may be entitled to receive a copy of the information in some circumstances.

Unless required to provide personal information to others by law, by court order or to investigate suspected fraud or other unlawful activity, personal information gathered will only be seen or used by persons working in or for PTI and on a strictly 'need to know' basis. That is, unless the information is directly related to the reasonable completion of their duties, such information will not be disseminated.

Our information systems and files are kept secured from unauthorised access and our staff and contracted agents/ service providers have been informed of the importance we place on protecting privacy and their role in helping us to

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do this, and are contractually bound to honour such privacy.

Subject to any legal restrictions, PTI is willing to advise any person, internal or external to the company, on what personal information we hold about them if such a request is made. For Learner's there may be some cost to the party in our providing this information if the request is complex or requires detailed searching of our records.

All requests for copies of information or files must be in writing to: The Chief Executive Officer of Perth Training Institute Pty Ltd.

APPENDICES

QM 04.1 Records Management Policy & Procedure


RESPONSIBILITY

All staff.

Enrolled Learners

PROCEDURE OWNER

The owner of this procedure is the Director of Operations.

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