

# PIPRI03

## Privacy Policy



Revision Date: 31-12-2015	Revision: 3.0	Next Review: 31-12-2017	Pertains to:
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### Purpose

1. To ensure The Pivot Institute maintains the privacy of personal information provided to The Pivot Institute from Staff and Clients.

### Scope

2. This document describes The Pivot Institute Privacy Policy. The Commonwealth Privacy Act 1988 requires companies to comply with the National Privacy Principles. The Pivot Institute is committed to the Australian Privacy Legislation in the way it collects, uses, secures and discloses personal information.

### Data Collection

3. In order to provide training and assessment services we need to collect personal information upon a client enrolling in a course / qualification to be provided by The Pivot Institute. Records will be kept for 30 years on the student database. This information is required to be reported to state / territory registering bodies under the requirements of the Australian Vocational Education and Training Management Information Statistical Standards (AVETMISS). Information collected is as follows:
  - a. Name
  - b. Address
  - c. Contact details (telephone / email)
  - d. Date of Birth
  - e. Gender
  - f. Country of birth
  - g. Language spoken at home
  - h. Level of English spoken
  - i. Disability information
  - j. Highest secondary schooling completed
  - k. Other qualifications completed
  - l. Current employment status
  - m. Indigenous status
4. The Pivot Institute only collects personal information by fair and lawful means and not in an unreasonably intrusive manner.

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5. The Client Handbook given to clients contains a disclaimer outlining why the personal information is collected and how it is used.

### **Use and Disclosure**

6. The Pivot Institute uses the information collected for the purpose disclosed at the time of collection or otherwise as set out in this Privacy Policy. We will not use personal information for any other purpose without first seeking consent, unless authorised or required by law. Generally, The Pivot Institute will only use disclose personal information:
  - a. To establish and maintain the relationship as a customer of The Pivot Institute
  - b. To provide the products and services requested from The Pivot Institute
  - c. To administer and manage those products and services
  - d. To report to relevant registering bodies in relation to training services provided

### **Agents, Contractors and Other Third Parties**

7. The Pivot Institute agents, contractors and other third parties, who need personal information to provide a legitimate service, are also bound by these terms of privacy to ensure personal information remains protected at all times.

### **Use of Internet**

8. The Pivot Institute may use the World Wide Web in order to transmit client personal information from delivery sites to other sites within the organisation and also to transmit details to state registering bodies.
  - a. Security of data transmitted to state and territory registering bodies is managed by these bodies.
  - b. The Pivot Institute has taken all reasonable steps to protect personal information security when using the internet but is aware that no transmission of information by email or to a registering body website is ever totally secure.

### **Data Quality**

9. The Pivot Institute will take reasonable steps to ensure that personal information is accurate, complete and up-to-date. Clients are encouraged to help us keep their personal information accurate, complete and up-to-date by contacting The Pivot Institute and informing us of any changes to details.

### **Access to Records**

10. Access to client / candidate personal information is available by requesting in writing from Director or office manager.

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## Privacy Concerns

11. Clients / Candidates are able to raise any concerns they may have regarding personal information handling practices by either discussing concerns with the delivery site or by contacting The Pivot Institute administration.

## Policy Statement

12. The Pivot Institute include in the following in the Client Handbook.
  - a. 'We will not disclose any information that we gather about our staff or clients to any third party. We use the information collected only for the services we provide. No staff or client information is shared with another organisation. If staff or client information is required by a third party we will obtain written consent from the relevant staff or client prior to release of any information'
  - b. Should staff or clients seek access to their information we have a documented procedure requiring authorisation before this can occur'.

Approved by:

Elisa Uyen  
Director  
The Pivot Institute

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