Privacy Policy and Procedure

1. Policy

Ascet Tech is committed to protecting employee and client privacy and confidentiality in line with State and Federal Privacy legislation.

This policy focuses on Ascet Tech’s commitment to protecting the privacy of its students, and outlines the various ways in which it ensures this protection. This includes students who are, or would be entitled to VET FEE-HELP assistance under the Higher Education Support Act 2003.

Ascet Tech complies with the requirements of Clause 23 of Schedule 1A of the Higher Education Support Act 2003 and the Information Privacy Principles set out in the Privacy Act 1988 in relation to the collection of information relating to all students.

For the purpose of this policy personal information is described as 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. Procedure

2.1 Collection of information

Personal information will not be collected unless:

- the information is collected for a purpose directly related to that individual; and
- the collection of the information is necessary for or directly related to that purpose.

Personal information will not be collected by unlawful or unfair means.

Where personal information is collected for inclusion in a record or in a generally available publication reasonable steps will be taken to ensure that, before the information is collected or, if that is not practicable, as soon as practicable after the information is collected, the individual concerned is generally aware of:

- the purpose for which the information is being collected;
- if the collection of the information is authorised or required by or under law the fact that the collection of the information is so authorised or required; and
- with whom the information may be shared (such as the Australian Government or Tuition Assurance Scheme).

Where Ascet Tech solicits and collects personal information for inclusion in a record or in a generally available publication it will take reasonable steps to ensure that:

- the information collected is relevant to that purpose and is up to date and complete; and
- the collection of the information does not intrude to an unreasonable extent upon the personal affairs of the Student.
Staff
Ascet Tech 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.

Students
Ascet Tech is required to collect personal information from students 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 student’s ability to undertake training and/or assessment activities.

Ascet Tech collects all personal information in writing, either from an employment application and personal details form, or 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 student under the age of 18.)

2.2 Use and disclosure of personal information
Ascet Tech will not disclose the information to a person, body or agency (other than the individual concerned) unless:

- the individual concerned is reasonably likely to have been aware that information of that kind is usually passed to that person, body or agency;
- the individual concerned has consented to the disclosure;
- The VET Provider believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the student or of another person;
- the disclosure is required or authorised by or under law; or
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, the record-keeper shall include in the record containing that information a note of the disclosure.

A person, body or agency to whom personal information is disclosed will not use or disclose the information for a purpose other than the purpose for which the information was given to the person, body or agency.

Staff
Ascet Tech uses personal information of its staff for the purposes of meeting employment requirements including payroll, superannuation and taxation.
Students
Ascet Tech uses personal information of its students 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.
Personal information as 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 VRQA.

2.3 Access to personal information
Ascet Tech will allow access to personal files at any time to the person to whom those files relate, upon written request.

Staff and students may access their files by submitting their written application to Student Administration.

2.4 Storage and security of personal information
Ascet Tech will ensure:
• that the record is protected, by such security safeguards as it is reasonable in the circumstances to take, against loss, against unauthorised access, use, modification or disclosure, and against other misuse; and
• that if it is necessary for the record to be given to a person in connection with the provision of a service to the VET Provider, everything reasonably within the power of the VET Provider will be done to prevent unauthorised use or disclosure of information contained in the record.

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 are in a locked filing cabinet and held within a secure area within the RTO premises or remote secure storage.
Where documents are required to be transferred to another location, personal information is transported securely in an envelope, folder, document bag or archive box.
Reasonable steps will be taken to destroy or permanently de-identify personal information when it is no longer required for any purpose.

Ascet Tech will maintain a record setting out:
• the nature of the records of personal information kept by or on behalf of the record-keeper;
• the purpose for which each type of record is kept;
• the classes of individuals about whom records are kept;
• the period for which each type of record is kept;
• the persons who are entitled to have access to personal information contained in the records and the conditions under which they are entitled to have that access; and
• the steps that should be taken by persons wishing to obtain access to that information.

Ascet Tech will not use the information without taking reasonable steps to ensure that, having regard to the purpose for which the information is proposed to be used, the information is accurate, up to date and complete. The VET Provider will not use the information except for a purpose to which the information is relevant.
2.5 Confidential Information

Ascet Tech will make all reasonable efforts to protect confidential information received from clients or partner organisations during the course of business operations. This information will not be disclosed without the prior consent of the client or partner organisation.

2.6 Publication

This Privacy Policy and Procedure will be made available to students and potential students through publication on the Ascet Tech website www.ascet.edu.au, the Student Information Handbook and the Application for Enrolment form.

3. Privacy Statement

A privacy statement is available for all persons in contact with Ascet Tech to identify the way in which personal information is handled by the RTO. (Appendix A)
Appendix A:

Ascet Tech Privacy Statement

Ascet Tech is committed to protecting the privacy of your personal information. This statement explains how we handle your personal information. This statement only applies to our databases and files and does not cover any State, Territory or Commonwealth Government database or file. You are advised to contact the relevant government agency for a copy of their privacy policy. Where we use the words ‘we’ and ‘us’ in this document, it means Ascet Tech.

Your Personal Information
In order to provide you with training, employment and associated services, we may need to collect personal information such as your name, address, work history, qualifications, job seeker identification number, government benefit card, etc.
If you decline to provide your personal information, Ascet Tech may not be able to:
- provide the product or service you requested, or
- enter into a business relationship with you.

Collection of personal information
Where practicable, we will endeavour to collect personal information directly from you. Where services are provided on behalf of a Commonwealth and/or State Government Department, we may collect personal information from such government departments and agencies.
We may also need to collect personal information from other third parties with or without your direct involvement or consent, such as an employer. However, this will not include sensitive information.

Use and disclosure
We will use our best efforts to ensure that the information you provide to us remains private and is used only for the purposes you agree to.
We will only disclose personal information to a third party where one or more of the following apply:
- you have given consent (verbal or written)
- it is authorised or required by law, or necessary for enforcement of law
- it will protect the rights, property or personal safety of another person
- the assets and operations of the RTO business are transferred

Access to personal information
You can access the personal information we hold on you, except when government legislation requires or authorises the refusal of access.
To access your personal information, you will need to contact Student Administration in writing and specify the type/s of information you wish to view. You will be required to provide proof of identification.

Storage & Security
We will take reasonable steps to maintain the privacy and security of personal information. We ensure this by having such security measures as:
- storing electronic information on a secure server with restricted access
- storing paper-based documents securely on our premises and/or secure storage facilities.
We will take reasonable steps to destroy or permanently de-identify personal information when it is no longer required for any purpose.

**Resolving privacy concerns**
If you wish to raise a concern about a privacy matter should contact the Training Operations Department.