

HRD - Privacy Statement

Privacy statement

Compliance

Standards for RTOs 2015, Standard 8 (Clause 8.5)

National VET Provider Collection Data Requirements Policy

- *Privacy Amendment (Enhancing Privacy Protection) Act 2012*

Purpose/explanation

This policy statement explains how and why HRD collects, uses and discloses personal information, and identifies the limitations on the release of personal information.

Related documents

- *HRD-Reporting outcomes and client satisfaction*
- *HRD-File security and storage*
- *HRD-Archive and storage procedure*

Scope

The HRD Integrated Services Privacy Statement applies to all HRD staff and to contractors engaged by HRD Integrated Services.

Responsible parties

The Director and the Training Manager are responsible for the implementation and conduct of this policy.

POLICY

HRD Integrated Services seeks to implement practices and procedures that help ensure compliance with the *National VET Provider Collection Data Requirements Policy*, and with privacy and records legislation, including the *Commonwealth Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

HRD Integrated Services respects the privacy rights of individuals (staff, learners and customers) to security, privacy and service with regard to the personal or sensitive data and information they supply to HRD.

1. General

HRD Integrated Services only collects and uses [personal or sensitive information](#) that is:

- required by the VET system through the National VET Data Policy
- relevant to a person's enrolment and training
- required as part of accessing the rail network/infrastructure
- part of their employment with HRD.

At the time of collection HRD will explain why the information is requested, how and why the information is used and parties with whom this information may be shared.

Information will also be provided about individual rights to access and correct information.

Data and information collected will be processed in order to meet the individual needs of our staff and customers and will be held securely to prevent any security breaches.

This policy is available for viewing, downloading and printing on the HRD website (www.hrdi.com.au),

2. Information collected

HRD Integrated Services collects personal and sensitive information that is required to satisfy its obligations to the national training system for reporting and issuing purposes, or for use by a third party for licensing, registration, statistical or other research-related purposes.

Personal and sensitive information collected commonly includes (but is not limited to) that required for statistical, regulatory and research purposes:

- [AVETMISS](#) reporting
- evidence of completing a [construction industry induction](#)
- inclusion on the [Rail Industry Worker](#) system
- access to the rail network or associated infrastructure
- a person's employment with HRD Integrated Services.

This personal data may be disclosed to third parties including:

- employer – if the learner is enrolled in training paid by their employer
- Commonwealth and State or Territory government departments and authorised agencies
- the National Centre for Vocational Research (NCVER) – for statistical and research purposes; and VET administration, regulation, monitoring and evaluation
- organisations conducting student surveys

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- researchers.

Generally learners provide the information when completing an enrolment form or an expression of interest. In some cases an employer may also provide information about the learner that's relevant to training.

HRD does not provide the opportunity for an individual to use a pseudonym due to its data reporting obligations and/or its obligations to licensing and regulatory agencies.

3. Use and disclosure

HRD Integrated Services will not divulge any personal or sensitive to a third party for any reason other than:

- the primary purpose for its collection or for purposes specified in this privacy statement
- with the consent of the individual
- as required by law.

HRD Integrated Services will not disclose personal information to a third party for use in direct marketing or provide an individual's details to overseas recipients without the person's express consent.

HRD also respects an individual's decision to not receive direct marketing from HRD.

If HRD inadvertently collects information about an individual that's not relevant to training, it will notify the person and/or de-identify the information.

4. Data quality and security

HRD Integrated Services takes all reasonable steps to ensure the information that is collected is complete, accurate and current at the time it is collected and entered. The onus is on the individual to ensure that they meet their obligation to ensure information currency initially and over time.

Similarly, HRD takes all reasonable steps to ensure that the information it holds is protected from misuse, unauthorised access, modification or disclosure.

Information not required will be destroyed or de-identified.

5. Access and correction

HRD Integrated Services will take reasonable steps to provide learners, clients, staff and customers with details of their personal information held upon request and within a reasonable timeframe from their making the request.

Informal access to records is usually available by contacting the Director or the Training Manager. HRD may require individuals to make a formal written request for access to their records. In certain circumstances a request for access may need to be made under Freedom of Information legislation.

Should an error or inconsistency be identified in the information held, advise HRD in writing and state the correction required.

To maintain accurate records, from time to time additional information may be required to update personal records. Individuals must recognise their responsibility to contribute to accurate information by advising of changes to their details or circumstances.

6. Complaints

If a person believes that HRD has breached the *Australian Privacy Principles* or an APP code, or is in breach of the *National VET Provider Collection Data Requirements Policy*, they should lodge a complaint by following the HRD complaints and grievance process.

Details of how to make a complaint are available on the HRD website (www.hrdi.com.au)