

Construction Industry Training Centre Inc

PRIVACY POLICY

General Statement of Policy

The CITC is committed to ensuring that all staff, trainers, contractors, subcontractors and clients are aware of what happens to information collected, how it is used and if it is disclosed.

The CITC recognises that information about an individual whose identity is apparent, or can reasonably be ascertained from the information or opinion is personal information.

The CITC is not only committed to ensuring that all legislative requirements are met but to maintaining a position of excellence in its handling of personal information.

The CITC operates under the Australian Quality Training Framework (AOTF) Essential Conditions and Standards for Continuing Registration and Commonwealth, State/Territory legislation and regulatory requirements, as recognition of its legal obligations as an educational institution to provide a high level of Vocational Education Training in a fair, efficient and effective manner. See CITC 10.12 for details.

CITC Privacy Policy

The Construction Industry Training Centre is committed to protecting your privacy in accordance with the requirements of the Commonwealth Privacy Act Regulations 2001. This act requires us to communicate to our students how we will protect their privacy.

Personal Information.

The CITC will keep on file personal information such as your name, residential and postal address, date of birth, contact telephone numbers, email address, occupation, employer, education, qualifications, bank account details if applicable and academic records and results and statistical data as required under the AOTF. For some students, we will also keep on file their information about special learning requirements and needs.

This information will be disclosed to us through your completion of the course enrolment form, by discussion with any of our administration/enrolment officers or via written communication to the Centre from you.

So that we are able to provide you with a quality educational service, we recommend that you advise us of any changes to your personal information or if there are any errors in the personal information we have on file. We may also update your personal information from information we receive from the organisations listed below under the section **Disclosure of Personal Information**.

How we use your personal information

Your personal information may be used to:

- Provide you with the educational service you require to successfully complete your course
- Obtain feedback from you about the course, service and facilities we have provided.
- Administer and manage these services including billing and collecting debts.

The Construction Industry Training Centre will hold your personal information for a period up to 7 years.

Disclosure of Personal Information to Third Parties

For the purposes set out above, we may disclose your personal information to the following organisations:

Service providers who assist with managing the services we provide to you including information technology, educational services, marketing and debt recovery.

These include:

- CITB - Construction Industry Training Board
- WorkCover
- SafeWork SA
- Quality Directorate and other Government Departments where applicable
- Other RTOs involved in your training with CITC
- CITC contracted trainers/assessors
- Debt Collection Agency (for payment defaults only)

Your personal information will not be disclosed to any other party (except those listed above if applicable) without written permission from you and will only be disclosed to the above where it is relevant to your training outcome i.e. where licences or credentials are issued, training subsidies are applied for on your behalf and where Statements of Attainment are issued by another RTO. As a student in the VET sector, your information will also be made available to the Quality Directorate and other government agencies for government statistics in order for training trends to be mapped.

Extreme care is taken by our staff to ensure that personal information is not released to any party other than those listed above.

Website

You may use sections of our website anonymously, but any information that you choose to submit to us via our sites will be treated in accordance with this statement.

Access to Your Personal Information.

You have a right to access your personal information. If you would like to do so, please submit your request in writing.

Contact details

If you have any questions in relation to privacy, please write to us;

General Manager
CITC
PO Box 2571
REGENCY PARK SA 5942