

The logo for CITC (Construction Industry Training Centre) features the letters 'CITC' in a bold, orange, sans-serif font.

CONSTRUCTION INDUSTRY TRAINING CENTRE

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**RTO Code 0647**

## **CITC 3.6 - Privacy Policy**

This policy outlines CITC's collection, use and disclosure of individual's information as per the Privacy Act and other relevant legislation

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## **Preamble**

This Policy outlines the CITC's collection, use and disclosure of individual's information as per the Privacy Act and other relevant legislation. CITC's action and response to each aspect of the 13 Australian Privacy Principles (APP's) is addressed in this 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 Standards for RTO's 2015, 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 External Documents, Legislation, Regulations and Policies for details.

## **Scope**

The Construction Industry Training Centre is committed to protecting your privacy in accordance with the requirements of the Commonwealth Privacy Act 1988, incorporating the 13 Australian Privacy Principles. 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 Standards for RTO's 2015. 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 to Third Parties'.

## **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.
- Report data to external organisations as laid out in the section 'Disclosure of Personal Information to Third Parties'.

The Construction Industry Training Centre will hold your personal information for a period up to 30 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:

- **CONTRACTED TRAINING COMPANIES**
  - In the event that the course you have booked on is delivered by a training company contracted by and in conjunction with the CITC, we are required to forward your personal information to that company.

In addition, we may also be required to forward your information to one or more of the applicable agencies listed below.

- SAFEWORk SA
- WORKCOVER CORPORATION
- CONSTRUCTION INDUSTRY TRAINING BOARD (CITB)
- EMPLOYER or AGENCY (EMPLOYER or AGENCY INITIATED BOOKING ONLY)
- DEPARTMENT OF STATE DEVELOPMENT
- DEPARTMENT FOR INFRASTRUCTURE & TRANSPORT (DIT)
- AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA)
- NATIONAL CENTRE FOR VOCATIONAL EDUCATION RESEARCH (NCVER)
- UNIQUE STUDENT IDENTIFIER REGISTRAR (for verification or creation of unique student identifier)
- ORGANISATIONS CONDUCTING STUDENT SURVEYS
- RESEARCHERS
- 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 government agencies for government statistics in order for training trends to be mapped. Our enrolment form includes a section acknowledging that students have read and understood our privacy statement (as written in CITC 5.3 Enrolment Form). The CITC is compelled by several Acts of state and federal parliament to disclose this information. See CITC 10.12 External Documents, Legislation, Regulations and Policies.

The CITC will never sell your details to a marketing firm or otherwise trade your details.

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 website will be treated in accordance with this statement.

## **The CITC's compliance with the 13 Australian Privacy Principles (APP) Outlined**

### **APP 1. Open and transparent management of personal information.**

The CITC will use and manage personal information in a transparent and open way. This includes and up to date Privacy Policy and Procedures that is easily accessible to anyone.

### **APP 2. Anonymity and pseudonymity**

The CITC will allow for clients to use a pseudonym and or the option of dealing with the CITC anonymously. On the occasion where by it is impracticable for the CITC to deal with an individual who has not identified themselves, identification will be required. This includes the commencement of the service. The CITC is authorised by law and it is a requirement of regulatory body (ASQA) to provide our service to an individual that has accurately identified themselves.

### **APP 3. Collection of solicited personal information**

The CITC will collect personal information and may collect sensitive information. The CITC will only solicit information on an individual when it is reasonably necessary for one or more of the CITC's functions or business activities.

The CITC will not collect information from an individual if it is unreasonable or impracticable to do so.

### **APP 4. Dealing with unsolicited personal information**

In the occurrence that the CITC receives unsolicited information, in relation to personal information, the CITC will seek to determine if the information collected has been permitted. The CITC will destroy or de-identify that information as soon as practical and only if it is lawful and reasonable to do so.

#### **APP 5. Notification of the collection of personal information**

The CITC will notify the individual about the collection, use, access, correction and complaints procedures in regards to the privacy of their personal information. Notification of these points can be found in the following documents:

- CITC 3.4 – Grievance Policy
- CITC 3.6 - Privacy Policy (this document)
- CITC 5.3 – CITC Enrolment Form (Privacy Statement and Student Declaration)
- CITC 5.4 – Access to Student Records procedure
- CITC 5.8 – Student Grievance Procedure

#### **APP 6. Use or disclosure of personal information**

The CITC will outline the circumstances and purpose in which the CITC may use and or disclose the personal information that it holds on an individual.

The CITC will identify exceptions where it is reasonably necessary to use and or disclose personal information on an individual. These exceptions include:

- To assist in locating a missing person
- To establish, exercise or defend a legal or equitable claim
- For the purpose of a confidential alternative dispute resolution

#### **APP 7. Direct marketing**

The CITC will gain consent from an individual, if their personal information will be used for internal and external direct marketing purposes.

#### **APP 8. Cross-border disclosure of personal information**

The CITC will only disclose information to an overseas recipient, once steps to ensure compliance with the CITC's privacy policy, have been met.

#### **APP 9. Adoption, use or disclosure of government related identifiers**

The CITC will not use or disclose any government identifiers in relation to an individual's personal information.

#### **APP 10. Quality of personal information**

The CITC will make reasonable steps to ensure that the personal information that is collected from any individual is accurate, up to date and complete.

**APP 11. Security of personal information**

The CITC will take reasonable steps to ensure solicited, personal information is kept in a secure location, preventing the misuse and loss of the information. This is also in addition to the unauthorised access, modification and disclosure of the personal information. The CITC will take reasonable steps to destroy or de-identify any unsolicited information or if the information no longer has a use.

**APP 12. Access to personal information**

The CITC will allow and respond to requests of access to personal information within a reasonable timeframe and in a format requested by the individual. Access to records of personal information is outlined in CITC 5.4 – Access to Student Records procedure and all requests must be done in writing.

**APP 13. Correction of personal information**

The CITC will take reasonable steps to ensure that the personal information held on an individual is accurate, up to date, complete and relevant to the functions of the CITC. An individual can at any stage ask for their information to be corrected or made up to date with the individual’s current circumstances.

**Contact details**

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

Att: CEO or Operations Manager  
CITC  
PO Box 2571  
REGENCY PARK SA 5942

Or email [info@citc.com.au](mailto:info@citc.com.au) with **Att: CEO or Operations Manager** in the subject heading.