

Privacy Policy

1. Purpose

AAMC Training Group is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, AAMC Training Group is required to comply with Federal law regarding Privacy and confidentiality of employees, clients and contractors.

The purpose of this policy is to outline how AAMC Training Group complies with Privacy Act 1988 and Australian Privacy Principles (APPs).

2. Policy Statement

AAMC Training Group is committed to complying with obligation under Privacy Act 1988, and the associated Australian Privacy Principles (APPs), specifically in the way it collects, uses, secures and discloses personal information. AAMC Training Group is committed to safeguarding any confidential information obtained by the RTO.

AAMC Training Group will ensure :

- It maintains and provides a current Privacy Policy
- Information gathered for the express purpose of training and assessment matters will not be disclosed to a third party unless prior written consent is provided by the individual concerned, except that required by law.
- The secure storage of all records
- The confidentiality of all information maintained on records

3. Policy Principles

3.1 Legislation

- a) AAMC Training Group, although not required to, chooses to abide by the Privacy Act 1988 and associated 13 x Australian Privacy Principles (APPs).
- b) The APPs came into force on 12 March 2014 and set out standards, rights and obligations for the handling, holding, accessing and correction of personal information (including sensitive information).

3.2 Underpinning Principles

- a) **Personal Information** is defined in the Privacy Act 1988 to mean “information or an opinion about an identified individual, or an individual who is reasonably identifiable:
 - i. whether the information or opinion is true or not; and
 - ii. whether the information or opinion is recorded in a material form or not.

- b) **Sensitive Personal Information** is defined in the Privacy Act 1988 to mean “information or an opinion about an individual’s” that is also personal information, such as:
- i. racial or ethnic origin; or
 - ii. political opinions; or
 - iii. membership of a political association; or
 - iv. religious beliefs or affiliations; or
 - v. philosophical beliefs; or
 - vi. membership of a professional or trade association; or
 - vii. membership of a trade union; or
 - viii. sexual orientation or practices; or
 - ix. criminal record.

3.3 PART 1 – Consideration of Personal Information Privacy

- a) Open and Transparent Management of Personal Information. AAMC Training Group will:
- i. Ensure that personal information is managed in an open and transparent way.
 - ii. Take reasonable steps to implement practices and procedures that will facilitate dealing with enquiries or complaints from individuals regarding compliance with the Australian Privacy Principles (APPs).
 - iii. Ensure that it maintains an up-to-date policy about the management of personal information.
 - iv. Ensure that AAMC Training Group Privacy Policy contains the following information:
 - The kind of information that is collected and held
 - How the information is collected and held
 - The purposes for which information is collected, held, used and disclosed
 - How an individual may access their personal information that is held by AAMC Training Group and seek correction of such information as necessary
 - How the individual may make a complaint about a breach of the APPs and how AAMC Training Group will deal with such a complaint
 - Whether AAMC Training Group is likely to disclose personal information to overseas recipients, and if so the countries in which such are likely to be located.
 - v. Provide the Privacy Policy free of charge and in such form as appropriate, and as is reasonable.

- b) Anonymity and pseudonymity AAMC Training Group will :
- i. Respect that individuals may not wish to identify themselves when making enquiries on AAMC Training Group products and services
 - ii. However, require full personal details as required by law and for identification purposes from clients.

3.4 PART 2 – Collection of Personal Information

- a) AAMC Training Group will not collect personal information from you unless that information is necessary for one or more of its functions or activities or is required by law.
- b) AAMC Training Group advises that it is required by law to collect, hold, use and supply personal information, in accordance with the National VET Provider Collection Data Provision Requirements.
- c) AAMC Training Group collects information from you in the following ways:
- i. When you register your interest online, apply for enrolment, request certain services or products, or otherwise contact or do business with us.
 - ii. Information may be collected from enrolment forms, certified documents, telephone calls, faxes, emails, letters sent by you.
 - iii. Information may be collected from third parties, such as other training providers, regarding confirmation of training and ongoing professional development that you have attended, as permitted by you.
- d) Should AAMC Training Group collect information about you from a third party we will take reasonable steps to ensure that the individual is or has been made aware of the matters listed above except to the extent that making the individual aware of the matters would pose a serious threat to the life or health of any individual.

3.5 Website cookies

AAMC uses cookies to improve the visitor's experience when visiting our site, including:

- Keeping the visitor signed in, especially when they move from page to page
- Understanding how visitors use our site e.g. mobile device, computer or tablet
- Showing visitors content that may be relevant to them

Using cookies and other technology allows organisations like Alexa and Goggle Analytics help us to analyse how our site is being used, measure the number of visitors to the site, and display advertising.

3.5.1 Types of cookies used

AAMC uses four types of cookies, which we describe in this section.

Essential – Cookies that are essential to provide the visitor with services they have requested. For example, an essential cookie may be used to ensure the visitor doesn't have to log in again each time they visit a new page in the same session.

Performance – These cookies measure how often someone visits our sites and how they use them. We use this information to understand how our visitors use our website so we can improve our pages and apps to ensure a better experience. For example, we collect information about which of our pages are most frequently visited, and by which types of users. We also use third-party cookies to help with performance. For example, the Google Analytics cookie gives us information such as the journey between pages and whether the visitor has downloaded anything (details of how to opt out of it are below).

Functionality – Our functionality cookies are used to remember choices you make (such as language preference, country location, or other online settings) and provide you with personalised or enhanced features that you select.

Advertising – These cookies collect information about someone's visit to our site, the content they have viewed, the links they have followed and information about their browser, device and their IP address, so that we can provide relevant information in relation to their interests.

How to reject cookies and how to subsequently change the status regarding the cookies.

Visitors can manage the use of cookies, including advertising cookies, and disable the sharing of data with partners for advertising purposes by using the steps set out [here](#).

To switch some cookies off through the Your Online Choices site. The visitor may need to do this again each time they use a different IP address or device.

It is also possible to stop their browser from accepting cookies altogether by changing their browser's cookie settings. They can usually find these settings in the "options" or "preferences" menu of their browser. The following links may be helpful, or they can use the "Help" option in their browser.

[Cookie settings in Internet Explorer](#)

[Cookie settings in Firefox](#)

[Cookie settings in Chrome](#)

[Cookie settings in Safari web and iOS](#)

3.5.2 How long do we retain the information from Cookies

This technical aspect varies depending on the types of cookie being used. Retention timeframes range from per session, 29 days, 179 to 1.5 years. Alexa and Google retain the cookies for longer periods as they do for any website being visited.

3.6 PART 3 – Dealing with Personal Information

- a) AAMC Training Group will not use or disclose personal or sensitive information for any purpose other than what it was collected for, unless the relevant person has provided written consent to use or disclose that information in circumstances that are different to those for which it was collected.

The circumstances where an exception may occur are:

- i. Where the use or disclosure of this information is required or authorised by or under an Australian law or a court/tribunal order
 - ii. The individual would reasonably expect AAMC Training Group to use or disclose the information for the secondary purpose
 - iii. A permitted health situation exists in relation to the use or disclosure of the information by AAMC Training Group
 - iv. A permitted general situation exists in relation to the use or disclosure of the information by AAMC Training Group
 - v. AAMC Training Group reasonably believes that the use or disclosure of the information is reasonably necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body.
- b) AAMC Training Group collects your personal information so as to:
- i. Process applications
 - ii. Manage your enrolment
 - iii. Record and maintain your details
 - iv. Administering training programs
 - v. Record and maintain details of your ongoing training and assessment
 - vi. Provide you with details regarding client services, benefits, and training opportunities
 - vii. Notify you about upcoming events and opportunities
 - viii. Gain feedback from you
 - ix. Communicate with you
 - x. Report to relevant authorities as required by law.

c) Direct Marketing AAMC Training Group:

- i. May use personal information (specifically your name and relevant address details) and information about your preferences for direct marketing (i.e. the communication channels which you prefer for receiving direct marketing from us and the types of products and services in which you are interested in) so as to let you know about our services and benefits, where we have your consent.
- ii. Provides an opt-out and/or unsubscribe method that is easily accessible for individuals to request not to receive direct marketing communications.

d) Cross Border Disclosure AAMC Training Group:

- i. Does not disclose personal information to overseas recipients unless prior written approval is received by the individual who the personal information relates.

e) Adoption, use or disclosure of Government Related identifiers AAMC Training Group:

- i. Is required by law (Student Identifier Act) to collect, maintain and report to relevant Government agencies the individual's Unique Student Identifier (USI) number in accordance with the National VET Provider Collection Data Provision Requirements.
- ii. Will not disclose the Unique Student Identifier (USI) number for any other purpose, including on any Certification documents you receive.
- iii. Must not adopt the Unique Student Identifier (USI) number as its own identifier of the individual.

3.7 PART 4 – Integrity of Personal Information

a) Quality of personal information

AAMC Training Group will take steps, as are reasonable, to ensure that the personal information it:

- i. Collects is accurate, up to date and complete
- ii. Uses or discloses, is, having regard to the purpose of the use or disclosure, accurate, up to date, complete and relevant.

b) Security of personal information

AAMC Training Group will take steps, as are reasonable in the circumstances to:

- i. Protect the information from misuse, interference and loss as well as unauthorised access, modification or disclosure.
- ii. Destroy the information or to ensure that the information is de-identified.

3.8 PART 5 – Access to, and correction of, Personal Information

- a) AAMC Training Group provides all clients with electronic access to their own personal records, where the individual can update and maintain their own personal information via a real-time Learning Management System that is available to students to view their records of progress, certificates and PD statements (7 years).
- b) In some circumstances, AAMC Training Group may not permit access to individuals for their personal information. If this is ever the case, AAMC Training Group will provide full details for the legal reasons for this decision. These may include that AAMC Training Group believes :
 - i. That giving access to the information would pose a serious threat to the life, health or safety of the individual, or to public health or public safety; or
 - ii. Giving access would have an unreasonable impact on the privacy of other individuals; or
 - iii. The request for access is frivolous or vexatious; or
 - iv. The information relates to existing or anticipated legal proceedings between AAMC Training Group and the individual, and would not be accessible by the process of discovery in those proceedings; or
 - v. Giving access would reveal the intentions of AAMC Training Group in relation to negotiations with the individual in such a way as to prejudice those negotiations; or
 - vi. Giving access would be unlawful; or
 - vii. Denying access is required or authorised by or under an Australian law or a court/tribunal order; or
 - viii. Both of the following apply:
 - AAMC Training Group has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to AAMC Training Group functions or activities has been, is being or may be engaged in;
 - Giving access would be likely to prejudice the taking of appropriate action in relation to the matters; or
 - ix. Giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body; or
 - x. Giving access would reveal evaluative information generated within AAMC Training Group in connection with a commercially sensitive decision-making process.
- c) When dealing with requests for access to personal information, AAMC Training Group will:
 - i. Respond to request for access within 30 days of the request, if from an individual, and within a reasonable time, if the request is from an organisation: and
 - ii. Provide access to the information in the manner requested, if it is reasonable and practicable to do so.

- d) AAMC Training Group does not charge a fee for access to personal information. The exception is re-prints of certification documentation previously supplied.
- e) With regard to the correction of personal information held:
 - i. Should AAMC Training Group be satisfied that information is inaccurate, out of date, incomplete, irrelevant or misleading, AAMC Training Group will take such steps as reasonable to correct the information to ensure that, having regard to the purpose for which it is held, the information is accurate, up-to-date, complete, relevant and not misleading.
 - ii. Should AAMC Training Group refuse to correct information, AAMC Training Group will give written notice to the individual that sets out:
 - The reason for refusal
 - The mechanisms available to complain about the refusal; and
 - Any other matter prescribed by the regulations.

4. AAMC Training Group Responsibilities

Director AAMC Training Group ensures that all employees are made aware of this policy and its underpinning legislative requirements and comply with this policy at all times.

Director AAMC Training Group ensures that all clients have access to and awareness of this policy.

5. Records Management

All personal information and records are maintained in accordance with Records Management Policy. (See Records Management Policy)

6. Monitoring and Improvement

All practices for Privacy are monitored by the Director AAMC Training Group and areas for improvement identified and acted upon (See Continuous Improvement Policy).