

# Privacy Policy

*Fluid First Aid* is bound by the Terms of the Privacy Act of 1988 and the Australian Privacy Principles (APP) as identified in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and is committed to respecting the privacy of individuals who receive a service through its programs.

We are also aware of our statutory responsibilities under the Data Provision Requirements 2011 and VET Data Collection Policy to meet the AVETMISS<sup>1</sup> requirements and that the NVR Standards for RTOs 2015 require this data to be securely retained for 30 years.

We will also ensure that all learners are informed on enrolment regarding how their personal information collected by or on behalf of governments may be used. Our Enrolment Forms include a specific, legislated Privacy Notice and Learner Declaration.

## Procedures

*Fluid First Aid* will:

- Only collect personal<sup>2</sup> information that directly relates to our activity as an RTO or training provider.
- Only use personal information for the purposes for which it was provided or for directly related purposes.
- Collect personal information directly from the individual or their authorised representative.

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<sup>1</sup> Australian Vocational Education and Training Management Information Statistical Standard

<sup>2</sup> For the purposes of this Policy personal information includes Personal Information and Sensitive Information as follows:

Personal information includes: Contact details; Employment details; Educational background; Demographic Information; Records of Training and Assessment

Sensitive information includes: Identity records; HR information, Disability or Welfare Recipient status information relating to complaints and appeals, cultural background, background checks



- Take all reasonable steps to ensure that the personal information collected is accurate, up to date and complete; this includes updating information if advised it is out of date or incorrect.
- Disclose information on how the information is shared with the relevant regulatory bodies and government departments.
- Have secure systems of storage of personal information that protects it from interference, loss, unauthorised access, modification or disclosure and other misuse.
- Destroy or delete personal information when it is no longer required.
- Allow individuals lawful access to their personal information as outlined in the Record Keeping Policy.
- Only use personal information for direct marketing purposes where it could be reasonably expected that the individual would be aware that the information would be used in that way.
- In certain circumstances where confirmation of identity is not legally required individuals can choose to remain anonymous, or to use a pseudonym. However, they will be made aware that choosing to do so may limit the options there are to deal with the situation.
- Take reasonable steps to ensure the APP are upheld when disclosing information to overseas entities.
- Only use personal images for advertising, promotion or any other purpose when written permission has been obtained.
- Ensure all learners read and sign the designated Privacy Notice and Learner Declaration.



## Purpose of collection

- Fluid First Aid generally collects information for the following purposes relating to our business activity:
  - AVETMISS annual mandatory reporting
  - Issuance of Certificates
  - The collection and verification of USI's
  - Feedback about the services provided
  - Provision of information to funding bodies
  - Marketing support services
  - Communication with learners and other relevant stakeholders
  - Staff Records

## Complaints

- Any complaints about how we handle personal information should follow the Complaints and Appeals Process. This is publicly available on our website and Learner Handbook.