



## Information Handling Procedure Policy

### Standard Five: Protecting and Informing Learners

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Date Reviewed: 20/12/2019

Reviewed by: Alicia Drain

**Accountability:** Business Manager, Administration Manager

**Communication:** All

Each learner is properly informed and protected.

**Clauses 5.1 – 5.4: Inform and protect learners**

#### Policy

ACC follows all legislative requirements regarding Privacy. These include the Commonwealth Privacy Act 1988 (the Privacy Act) as amended by Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the Australian Privacy Principles and NSW Freedom of Information Act, 1989. ACC's Policies and Procedures regarding privacy and access to information is based on the National Privacy Principles, extracted from the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

#### Kinds of Information Collected and Held

ACC will, from time to time, collect personal information from an individual, including:

- Home, work and postal addresses
- Email address
- Phone numbers
- Date of birth
- Martial status

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- Next of kin details
- Student enrolment details
- Academic performance
- Personal welfare information (medical matters)

Information we collect may also include photographs, video and sound recordings.

Information is only collected in accordance with the following section on how information is collected and held.

## How Information is Collected and Held

ACC will only collect information:

- for a lawful purpose that is reasonably necessary for, or directly related to, the functions or activities of the entity,
- in a manner that is lawful, and
- in a manner that is consistent with our *Equity and Fairness Policy*.

When personal information is requested all necessary steps are taken to make sure the person is aware of:

- the purpose(s) for which the information is being collected,
- where there is a primary reason for collecting the information, but it may be used for secondary reasons, the nature of these secondary reasons,
- legal authority (if any) to collect the information,
- A person to whom; or anybody or agency to which; it is the usual practice to disclose such information.

When personal information, is requested, ACC will:

- take such steps (if any) as are, in the circumstances, reasonable to ensure that the information collected is relevant to that purpose and is up to date and complete;
- ensure that the collection of the information does not intrude to an unreasonable extent upon the personal affairs of the individual concerned.

ACC will take all measures to ensure the security and confidentiality of staff, client and course participant information; These include:

- locked filing cabinets ,
- secure online data storage with password protection
- password protection on all computers.

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- ACC will not share, sell or give away any information collected about its staff, clients or course participants to any other entity. Where required by legislation for government funded programs, ACC will disclose participant details as required and with the permission of participants provided in writing during the enrolment process.
- All ACC employees, trainers and contactors will be briefed on laws related to access to information during the induction process.
- Permission will be obtained for all photographs.

## Purpose for which information is collected used and held

ACC will only use the personal information for a purpose for which it was obtained, unless:

- the individual concerned has consented to the use of the information for that other purpose,
- there are reasonable grounds that the information is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or another person,
- use of the information for that other purpose is required or authorised by or under law,
- use of the information for that other purpose is reasonable and necessary for enforcement of the criminal law or law imposing a pecuniary penalty, or for the protection of the public revenue,
- the purpose for which the information is used is directly related to the purpose for which the information was obtained.

Where personal information is used for one of the above purposes, ACC must include in the record containing that information a note of that use.

## General Confidentiality

- Employees and contractors will be required to sign a non-disclosure statement and declaration of confidentiality as part of their Employment Contract; and
- Information about ACC operations are not to be disclosed to any person or organisation other than official channels such as ASQA.

## Access to Participant Information

- Course participants are able to access their file at any time by sending an email to [training@atkinsonchildcarecollege.com.au](mailto:training@atkinsonchildcarecollege.com.au). This form will be provided to the individual person personally, by mail, fax or email and must be signed by the owner of the information before any information it is released;

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- Current course participants are able to liaise with their trainers regarding current progress without writing.
- No information can be given to any other person without the express permission in writing from the owner the information.
- On receiving the completed information request form ACC administrative staff will confirm the person’s identity by citing one form of identification (e.g. Driver’s licence, electricity bill, signed credit card), one of which must be photo identification. If it is not possible for the individual requesting the information to be personally present (e.g. lives interstate), they must provide certified photocopies of their photo licence or identification card and a Statutory Declaration expressing their permission to have their information released to a specified person or with specific mailing details;
- All copies of identification are placed on participants files with the completed information request form. ACC managers are to sign off on the information request form, copy and mail or give the required information. No originals are to be given out at any time;
- Mailed documents will be sent by registered mail. The participant will be made aware that they will be required to sign for the documents on arrival; and
- Requested material will be issued as soon as possible within a maximum of 5 business days.

## Updating Incorrect Personal Information

All students have the right to have incorrect personal information corrected, this can be done by sending an email to [training@atkinsonchildcarecollege.com.au](mailto:training@atkinsonchildcarecollege.com.au).

It is also the students responsibility to notify Atkinson Child Care of any change contact details

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## Storage of Records upon closure of RTO or business

In the case of closure of the RTO or Atkinson Training & Development, ACC management will seek the advice from the National registering body (ASQA) regarding the safe storage of participant and required records.

## Computers and Software

ACC recognises the importance of accurate, well maintained electronic software and equipment for the provision of a quality service. ACC is committed to copyright laws and only purchased software will be used and implemented according to the manufacturers' licensing requirements. No pirated software will be installed or is to be on the premises of ACC.

### Procedures

- Only ACC directors will install or remove software from the hard drive of any of ACC computers. When in doubt a professional will be consulted to assist in the installation;
- Staff and Participants discuss the need for installation or removal of software to training room computers with the Training Manager. The Training Manager is responsible for assessing the need and implementing if appropriate;
- All software will be purchased by reputable dealers; and
- All software licenses are to be kept on file.

## Virus Protection

ACC protects all computers using the latest recommended software protection.

### Procedure

The Business Manager is responsible for the:

- Purchase and installation of the latest virus and spyware software;
- Registration of all software;

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- Computers are programmed to carry out virus scans upon starting;
- Full system scans are implemented weekly; and
- Live updates are downloaded daily.

## Online Platform

ACC online platform has been established to provide a wider range of options for learners and to provide networking opportunities and up to date resources to all course participants.

### Procedure

#### Administration

- Online Trainer is responsible for providing participants with online access.
- This occurs through invitation via email as shown below:

#### Training Manager and distance/traineeship Co-ordinator

- The Training Manager and Online Training Co-ordinator is the Administrator of the site. This includes:
  - Access to all aspects of the site
  - Course creation and monitoring
  - Development of information
  - Online tutorials and support for participants

To ensure security of content **“Course Creator” access is never created.**

#### Trainers

Other trainers teaching online will be given the title **“Teacher”**. This allows limited access only. No removal of information can be made under this status.

## Termination of business

In the case of the termination of the business or Death of all owners/ Directors, the Executor of the estate will be responsible for ensuring ASQA (or other state authorities) receive a copy of all participant and required records.

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## Required Documentation

Employment Contract - Declaration of Confidentiality

## References:

<http://www.privacy.gov.au/law/act/regulations>

<http://www.privacy.gov.au/law/states/nsw>

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