

<b>POL-05</b>	<b>WIDE BAY GROUP TRAINING SCHEME LTD</b>	<b>Issued: 21/04/06</b>
<b>Scheduled Review Date: 06/09</b>	<b>PRIVACY POLICY</b>	<b>Approved: 21/04/06 By: Board</b>
<b>Reviewed: 24/06/08</b>	<b>Policy Area: CORPORATE</b>	<b>Amended: 00/00</b>

## 1. Purpose of the Policy

To provide guidance for WBGT staff to meet its statutory obligations under the Information Privacy Principles under the Privacy Act 1988  
<http://www.privacy.gov.au/publications/ipps.html>  
and the National Privacy Principles under the Privacy Amendment Act (Private Sector) Act 2000. <http://www.privacy.gov.au/publications/npps01.html>

To comply with the National Standard No2 for Group Training Organisations.

## 2. Scope

The policy covers personal information collected, used and stored about all present and past WBGT staff, including apprentices and trainees as well as those organisations, companies and organizations with we which we do business. This includes training organisations, host employers, WBGT Directors, suppliers, government departments, consultants and others.

Personal information is information or an opinion relating to an individual or an identifier such as a number which can be used to identify that individual.

Personal information can include, but is not limited to, names, addresses, contact details, date of birth, bank and credit details. In some cases information may be collected from a third party eg a personal or credit reference, from another GTO or employer.

## 3. Principles

WBGT only collects personal information in order to perform its core business activities and functions and to meet legal obligations.

The personal information collected must only be used for the purpose for which it was collected with the exception of allowable secondary purposes such as direct marketing.

The personal information must be collected in a lawful and fair way and not in an unreasonably intrusive way. It must be kept accurate, stored securely and destroyed when it is no longer needed.

The personal information or identifier may not be disclosed to other persons except where provided for by the legislation.

A privacy policy to be made available to anyone who asks for it as required under National Privacy Principle No5.

#### **4. Some notes of the Practical Application of the Privacy legislation for WBG Staff**

- A duty of confidentiality extends to all records and information on current and former customers and staff.
- Staff must not divulge information concerning a customer to anyone other than the customer, unless the customer has requested in writing the release of the information.
- Remember that a breach of the Privacy Act may embarrass customers and could result in legal action, attract unfavourable publicity, damage our brand and create unease about our ability to keep customer information secure.
- Collection of personal information must be fair, lawful and not intrusive. A person must be told the organisation's name, the purpose of collection and that the person can get access to their personal information.
- WBG should only use the information for the purpose it was collected.
- WBG must make certain that the information it collects, uses and discloses is accurate, complete and up-to date.
- WBG must have a policy document outlining its information handling practices and make this available to anyone who asks.
- WBG must give an individual access to personal information it holds about that individual upon written request except under special circumstances outlined in the legislation.
- As customers may see comments or remarks on files or correspondence you must not make frivolous or derogatory notations on any records. Stick to factual statements and no damage or embarrassment will result.

#### Tips for compliance:

- Check fax numbers carefully to avoid inadvertently sending a fax message containing customer information to the wrong number.
- Make sure you effectively destroy waste paper which contains customer information.
- Dispose of old records in a secure way.
- Do not divulge information to outside parties
- Be especially careful when being asked for information from family members of the customer.
- Do not act on any changes unless notified in writing with the authorisation signed and dated.

- Never discuss information in public places, especially where there is a risk of being overheard.
- Do not provide information over the telephone unless the person has been correctly identified.

### **ACKNOWLEDGEMENT OF UNDERTANDING**

I, \_\_\_\_\_, employee of the Wide Bay Group Training Scheme Ltd, have read and understand the above “Privacy” policy.

Signed: \_\_\_\_\_ Date \_\_\_\_\_  
(Employee Name)