



Information Privacy Policy

Responsibility for Implementation: RTO Compliance Manager

Authority: Approved by PEO

Date of Approval: 7 Oct 2015

Date of Review: June 2017, Oct 2019

Next Review: Oct 2021

1. Purpose

Elite Education Vocational Institute (EEVI) believes that the responsible handling of personal information is a key aspect of good democratic governance, and is strongly committed to protecting every individual's right to privacy. Accordingly, EEVI is committed to full compliance with its obligations under the Privacy and Personal Information Protection Act 1998 (PIPP Act) and the Health Records and Information Privacy Act 2002 (HRIP Act). The Information Privacy Policy applies to all students, employees, and contractors of EEVI.

2. Definition

The following definitions apply for the purpose of this policy:

- **Personal Information:** Personal information means information or an opinion about an individual whose identity is apparent, or can reasonably be ascertained from the information or opinion, other than certain health or generally available information.
- **Sensitive Information:** Sensitive information includes information or an opinion about an individual's racial or ethnic origin, political opinions, trade union membership, philosophical or religious beliefs, sexual preferences, membership of groups or criminal record.

3. Responsibilities

- 3.1. EEVI will collect certain information about you, such as your name, address, and contact details when you register with us. We may also collect this and other specific types of personal information necessary for the particular product or service you request from us. Where practicable, the purpose for which we are collecting that personal information will be made clear at the time of collection, as will the details of any law which requires us to collect particular information.
- 3.2. the case of staff recruitment, EEVI will collect personal information about applicant from third parties, such as the referees, as part of our assessment of the suitability for a position. In providing contact details for the referees, the applicant is considered to have given his/her consent to us for collecting that information.
- 3.3. Information provided by international students may be made available to Commonwealth and State agencies and the Fund manager of ESOS Assurance funds, pursuant to obligations under the ESOS Act 2000 and the National Code 2018.
- 3.4. EEVI may use your personal information for the purposes disclosed at the time of collection, or otherwise as set out in this Privacy Policy. We will not use your personal information for any other purpose without first



seeking their consent, unless authorised or required by law. Generally, we will only use or disclose the personal information as follows:

- to provide the products, services or information requested from EEVI, including providing you with
- products such as video workshops or training or providing you or others with services such as auditing and/or compliance programs for financial advisers;
- to register you for events, promotions or competitions;
- by disclosing it to third parties where we have been retained by those third parties to assist them with recruitment of appropriately qualified personnel;
- to assist us to make our websites, services and products more informative to you;
- for direct marketing of products or services and to keep you informed of new developments we believe may be of interest to you. If we contact you in this way without obtaining your prior consent, we will provide you with the opportunity to decline any further marketing communications.

3.5. You can access your personal information held by EEVI. We will provide you with access unless we are legally authorised to refuse your request. We reserve the right to charge a reasonable fee for providing such information. If you wish to change any personal information, which is incomplete, inaccurate, or out of date, please contact us. After receiving notice from you, we will take reasonable steps to correct such information. If you wish to have your personal information removed from our records, please let us know and we will delete that information wherever practicable.

3.6. While personal information is usually handled by EEVI staff, EEVI may contract some of its functions to third parties. This may require the contractor to collect, use or disclose certain personal. EEVI requires all of its major service delivery contractors to comply with the Act in all respects.

4. Internet Security

4.1. EEVI will take reasonable steps to keep secure any personal information which we hold and to keep this information accurate and up to date. Personal information is stored in a secure server or secure files.

5. Privacy Infringement Complaint

5.1. Personal information security breaches can be caused by a variety of factors, affect different types of personal information and give rise to a range of actual or potential harm to individuals, agencies and organisations. Consequently, there is no single way of responding to a personal information security breach. Each breach will need to be dealt with on a case-by-case basis. All complaints and alleged breaches will be investigated by an independent privacy officer and the complainant will be advised of the outcome.

5.2. Individuals may make a complaint if they believe EEVI has mishandled their personal information. The following must be reported to the Principal:

- concerns that the personal information contained in a record of a client, stakeholder's may have been mishandled
- any complaints/allegations about a breach of privacy
- all privacy-related matters referred from the Privacy Commissioner within the Office of the Australian Information Commissioner.

Elite Education Group Pty Ltd trading as Elite Education Vocational Institute

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6. Legislation and Resources

- The Privacy Act 1988
 - NSW Information and Privacy Commissioner (http://www.ipc.nsw.gov.au/privacy/ipc_index.html)
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