

Principles

Daisy Learning (referred to in this document as **we, us or our**) is committed to protecting all personal and sensitive information collected by us. We use reasonable efforts to protect the privacy of personal and sensitive information and comply with the Privacy Act 1988 (Cth), Australian Privacy Principles and registered privacy codes (Privacy Act).

We understand that when personal or sensitive information is provided to us, it imposes a responsibility upon us to protect this information and to maintain a high level of trust with those who provide this information to us in order to receive our services. The policy describes the information collected by us and how we protect this information in accordance with the Privacy Act.

Scope

All Daisy Learning students, staff, contractors, suppliers and visitors.

Objectives

The purpose of this policy is to ensure:

- That personal information is managed in an open and transparent way;
- That the privacy of personal and sensitive information is protected;
- We provide for the fair collection and handling of personal and sensitive information;
- That the information we collect is used and disclosed for our functions and activities;
- That we regulate the access to and correction of personal information; and
- The confidentiality of personal and sensitive information through appropriate storage and security.

Definitions

Personal information: is information or an opinion, whether true or not and whether recorded in a material form or not, about an individual whose identity is apparent, or can be reasonably be ascertained, from the information or opinion.

- Sensitive information: means information or an opinion about a person's racial or ethnic origin; political opinions; membership or political association; religious beliefs or affiliations; philosophical beliefs; membership of a professional trade or trade association; membership of a trade union; sexual orientation or practices; criminal record; health information about a person; genetic information about a person that is not otherwise health information; information relating to learning disabilities; biometric information that is to be used for the purpose of automated biometric verification or biometric identification or biometric templates.

Associated Documentation

- Privacy Amendment (Enhancing Privacy Protection) Act 2013
- STAD002 Staff Handbook
- STUD002 Student Handbook

Collection

What information will we collect?

We may collect and hold personal information about you, that is, information that can identify you and is relevant to providing you with the services you are seeking. We may also collect and hold sensitive information about you, including information about your health or learning disabilities.

We collect information of a personal or sensitive nature that is necessary for our functions as a training provider. We collect information by lawful and fair means, and not in an unreasonable intrusive way. Where it is reasonable and practicable; we will only collect information directly from you and your authorised representative.

When you deal with us, the information we collect about you may among other things, include details of your name, date of birth, sex, marital status, current and previous addresses, telephone/mobile phone number,

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email address, employment details, insurance details, credit card and/or bank details and complaint details, leaning disabilities or other information relevant to providing you with the services you are, or someone else you know is seeking. It may also include details of the services or products we provide to you, as well as the status of these services and products. You may also be able to transact with us anonymously where this is lawful and practicable to do so.

What method will we use to collect information?

Personal information will generally be collected directly from you through the use of any of our standard forms, on the Internet, via mail or email, through a face to face meeting with you or through a telephone conversation with you. We may also collect personal information about you from third parties acting on your behalf (for instance, an authorised representative, legal advisor or family member).

Except as otherwise permitted by law, we only collect sensitive information about you if you consent to the collection of the information and if the information is reasonably necessary for the performance of our functions, as set out below.

- To complete enrolment forms;
- To complete employment forms;
- To provide services or products to you;
- To receive services from you;
- To manage or administer services and products including charging, billing and collecting debts;
- To enable contact with a person nominated by you;
- To lawfully liaise with a nominated representative or family contact if requested or required
- To comply with State or Commonwealth government legislation or regulatory bodies relevant to our scope of operation.
- To provide data to government agencies in compliance with State or Commonwealth law;
- To provide data to regulatory bodies relevant to our scope of operation;
- To determine eligibility to entitlements provided under any State or Commonwealth law.
- To facilitate our internal business and administrative operations, including the fulfilment of any compliance or legal requirements;
- Conduction surveys
- To promote and market to you other services or products which we consider may be of interest to you. We will generally only do this with your consent and we will always give you a choice to 'opt out' of receiving such marketing information in the future.

Failure to provide information

You may not wish to provide information to us, however the information we collect is relevant to providing services and/or products you may seek or require. If you choose not to provide us with some or all of the information we request, we may not be able to provide you with the services and/or products you seek.

Internet users

If you access our website, we may collect additional personal information about you in the form of your IP Address and domain name.

Our website uses cookies. The main purpose of cookies is to identify users and to prepare customised web pages for them. Cookies do not identify you personally, but they may link back to database record about you. We use cookies to monitor usage of our website and to create a personal record of when you visit our website and what pages you view so we may serve you more effectively.

Our website may contain links to other websites. We are not responsible for the privacy practices of linked websites and linked websites are not subject to our privacy policies and procedures.

Use and disclosure

Generally, we only use and disclose personal and/or sensitive information about you for the purposes for which it was collected (as set out above), however, in some circumstances, the law may permit or require us to disclose information for other purposes.

Access and correction

At admission, you or your authorised representative should identify any parties from whom they do not wish personal or sensitive information to be collected, or to whom they do not wish personal or sensitive information to be provided.

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You may request access to personal information we hold about you, by making a request either verbally or in writing. We will respond to your request within a reasonable period, and we may ask that you verify your identity before we assess your request for access. We may charge you a reasonable fee for processing your request (but not for making a request for access).

We may decline a request for access to personal information in circumstances proscribed by the Privacy Act, and if we do, we will provide you with a written notice that sets out the reasons for the refusal (unless it would be unreasonable to provide those reasons).

The notice will set out:

- The reasons for the refusal, except to the extent that it would be unreasonable to refuse.
- The mechanisms available to complain about the refusal; and
- Any other matter prescribed by the regulations.

We aim to ensure that the personal information we hold is accurate, complete and up to date. Please contact us if any of the personal information you have provided to us has changed or is not accurate, complete or up to date.

Contact, complaints and feedback

We are committed to working with you to obtain a fair resolution of any complaint or concern about privacy. To contact us with complaints or feedback you can contact us using any of the following methods.

Write to us at: CEO (in confidence)

Daisy Learning

PO Box 1760

SUNSHINE PLAZA QLD 4558

Email us at: admin@daisylearning.com.au

Phone: 07 5479 6301

Call in and see us at:

Suite 5/7 Plaza Parade

MAROOCHYDORE QLD 4558

Alternatively, complaints may also be referred to:

Australian Information Commissioner

Online: www.oaic.gov.au/privacy/making-a-privacy-complaint

Phoning the privacy hotline on: 1300 363 992

Fax: 02 9284 9666

In writing: Australian Information Commissioner at the Office of Australia Information Commissioner

GPO Box 5218

SYDNEY NSW 2001

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO. The information provided by the student to the provider may be made available to Commonwealth and State agencies including Centrelink.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted, unless this is a requirement of you receiving government funding.

Contact information

At any time, you may contact Daisy Learning to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

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