



Policy & Procedure

PATRON & STUDENT PRIVACY POLICY & PROCEDURE

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|--------------------------|---------------------|-------------------|---------------|
| Policy number: | 20 | Version: | 6 |
| Responsible Person: | CEO | Reviewed by: | CEO |
| Organisational Area: | Operational / RTO | Review Date: | 28/11/2023 |
| Approved and adopted by: | Board of Governance | Next Review Date: | November 2025 |

Scope

This policy is for the CEO, Accredited Training Coordinator, Trainers & Assessors and any NRCHI Staff who are involved with students in accredited training.

This policy also applies to accredited training students of NRCHI.

Objective

North Ringwood Community House Inc recognises the importance of protecting the privacy and rights of individuals in relation to their personal information.

We respect personal rights to privacy and will comply with the requirements of the Commonwealth Privacy Act 1988, the Victorian Privacy Act 2000 and uphold the national Privacy Principles and the Information Privacy Principles.

Information will only be used to enrol an individual into a course or activity. NRCHI will not pass information on to a third party, other than that required by its registering or funding bodies. Student identifying numbers will only be used as required by its registering and funding bodies.

The objectives of this policy are to:

- Establish procedures for the responsible collection and handling of personal information by NRCHI
- Give individuals a right to access information about them which is held by NRCHI and to correct any error in that information
- Establish a complaints procedure for investigation and rectification of breaches to privacy

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Personal Information

Your personal information will not be disclosed or discussed with any other person without your prior permission, other than authorised under this policy.

Personal information we may collect and hold includes:

- Name, Residential address, Postal Address, Email address, Phone number
- Victorian Student Number
- Eligibility information regarding Government funded training, including sighting originals, and if required retaining copies, of Birth Certificate, citizenship papers, drivers licence, Medicare card, Proof of age card, Passport details, Concession card
- Literacy and Numeracy Test
- Nationality, Citizenship, Date of birth, Language spoken at home
- Disability, Employment status, Educational qualifications,



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- Emergency contact details
- Course details
- USI
- Assessment records

NRCHI will only collect information as required by its registering and funding bodies. An explanation and disclosure will be included on the enrolment form.

We may also collect some information that is not personal information because it does not identify you. We may collect anonymous answers to surveys or aggregated information about how users use our website. NRCHI will not collect sensitive information regarding an individual without their consent and only as it applies to their ability to participate in a course.

Statement of Collection Practices

We collect information through:

- Access and use of our website
- Completion of enrolment information, in person or on-line
- Completion of documentation regarding access to Government Funding
- Conversations and interviews in person or over the phone
- Third parties such as Job Networks

If Information is not collected:

If you do not provide information as requested, some or all of the following may happen:

- We may not be able to provide the requested service or course
- Courses may not be subsidised and a user pays policy may apply
- We may not be able to enrol you in the course or activity you requested
- The Community House would be in breach of contract with State and Federal Governments.

Statement of Purposes of Collection

Information about the patrons participating in courses is required to:

- Register you as a learner & allocate staff & resources to provide for your learning & support needs
- Administer & manage the services we provide
- To market, research and quality control our services
- Contact a person on your behalf in case of emergency
- To update our records and keep your details up to date
- Receive funding for the Community House and your course. As part of the funding agreement between NRCHI, ACFE, Department of Education and Department of Families, Fairness & Housing, NRCHI must provide statistical information & information of a personal nature regarding the students enrolled in courses.
- To comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator or in co-operation with any governmental authority.

Disclosure

Personal Information will be kept confidential. We may disclose personal information, **when necessary**, to Government Authorities, hospital, medical & health professionals, legal & other professional advisers. Your personal information will not be shared, sold, rented or disclosed other than as described in this policy

Direct Marketing Materials

We may send you direct marketing communications and information about our products & services that we consider may be of interest to you. These communications may be sent by mail, SMS and email in accordance with applicable marketing laws, such as the Spam Act 2003 (Cth). You may opt-out of receiving marketing



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communications from us by contacting us or by opt-out facilities provided in the marketing communications and we will ensure your name is removed from our mailing list. We do not provide your personal information to other organisations for the purposes of direct marketing.

Assurance of Right of Access

- You have the right of access to any personal information we hold by contacting us at any time.
- If you believe that personal information that we hold about you is incorrect, incomplete or inaccurate, then you may request that we amend it.
- Information regarding student access to their records is available in the student handbook.
- Staff & trained volunteers are aware that information must remain confidential and will not divulge personal information to a third party unless we have your consent or are required to by law.
- This notice is available on the NRCHI noticeboard located in the foyer and a copy is held in the Office, and is readily available on request. A private office is available where staff can read this Privacy Notice to any person who has literacy problems.
- In the event that a person has a concern regarding the use of their private information by NRCHI the Complaints & Appeals Policy will be implemented.

See NRCH Access to Student Records Policy and Form

Security of Information

- We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure.
- We may hold your information in electronic and/or hard copy form. All electronic information is protected by password access to computers.
- Personal Information will be kept secure in the office of NRCHI or archived in a locked storage cupboard. Information is only accessible to staff & trained volunteers.
- As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding security of transmission of information you communicate to us online.
- We also cannot guarantee that the information that you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.
- Credit Card information will not be permanently held and will be destroyed after use.
- A complaints and appeals procedure is available should an individual believe that NRCHI is not handling their personal information in accordance with the relevant privacy principles.
- You should contact the CEO of the Community House during office hours on 9876 3421 if you are concerned about the confidentiality of your information.

Related Documents

Student Handbook
Student Enrolment Form
Access to Student Records Form
Complaints & Appeals Policy
Enrolment Policy
Records Management Policy

Document Locations

Electronic file folders accessible by NRCH Administration staff
Policy and Procedure Manual
Website



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Related Legislation

Education and Training Act 2006

Australian Quality Standards Framework (AQTF) 2010

Victorian Registration and Qualifications Authority (VRQA) Guidelines for VET Providers (2018)

| Date reviewed | Version | Details of changes (if any) | Date of next review |
|---------------|---------|--|---------------------|
| 29.3.2021 | V2 | Removed all reference to crèche | March 2024 |
| | | Changed reference to retaining credit card information | |
| 28.11.2023 | 6 | Related Documents updated | November 2025 |