

PRIVACY POLICY & PROCEDURE

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Responsible Person:	CEO	Reviewed by:	CEO
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Approved and adopted by:	Board of Governance	Next Review Date:	May 2028

Scope

This policy applies to all staff, volunteers, contractors, Board members, course applicants, students (including those in accredited and preaccredited programs) and patrons of North Ringwood Community House.

It covers the collection, use, storage, disclosure, and disposal of personal information held by NRCHI, in compliance with the Victorian Privacy Act 2000, Commonwealth Privacy Act 1988, Victorian Health Records Act 2001, and other relevant privacy legislation.

Objective

The objective of this policy is to outline how NRCHI collects, handles, stores, and protects personal information in accordance with legal and ethical requirements. The policy aims to ensure that all personal information collected is managed responsibly and securely, with a commitment to protecting the privacy of all individuals.

Definitions

- **Personal Information:** Any information or opinion about an individual, whether true or not, that identifies them or could reasonably identify them. This includes, but is not limited to, names, addresses, contact information, and any other identifying information.
- **Sensitive Information:** A category of personal information that includes data about an individual's health, racial or ethnic origin, political opinions, religious beliefs, and other sensitive details.
- **Health Information:** Personal information relating to an individual's physical or mental health, including any health service received by the individual.
- **Privacy Breach:** An incident where personal information is accessed, used, disclosed, or lost without the appropriate authorisation or in violation of privacy laws.

Protection of Personal Information

We are committed to protecting your personal information from misuse, loss, and unauthorised access. We implement reasonable safeguards, including physical, electronic, and procedural measures, to ensure the security of the personal data we collect.

All personal information is kept secure and only accessible to authorised staff and volunteers who need the information to perform their duties. Where information is stored electronically, it is protected by password access.



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Right of Access and Correction

Under the Privacy Act 1988 and the Victorian Privacy Act 2000, individuals have the right to request access to their personal information and to request corrections if they believe that the information we hold is inaccurate, incomplete, or outdated.

If you wish to access your personal information or request corrections, you may do so by contacting NRCHI at admin@nrch.org.au

Photographs and Media Consent

North Ringwood Community House may from time to time take photographs or video footage during classes, events, or activities for the purpose of promoting the House, its programs, or community achievements. These images may be used in printed publications, on our website, social media, or other promotional materials.

Photographs or videos that include identifiable individuals will only be used if explicit written consent has been obtained from the person (or their parent/guardian, if under 18) via a completed Media and Photo Consent Form.

Participants are under no obligation to provide consent, and refusal will not impact their access to programs or services.

Completed consent forms will be securely stored and attached to the individual's record. Consent may be withdrawn at any time in writing, and North Ringwood Community House will make all reasonable efforts to cease further use of the image or footage. Refer to **NRCHI's Media Photo Consent Form**

Direct Marketing Communications

North Ringwood Community House Inc. may use your contact information to send you communications about our courses, programs, services, events or activities that we believe may be of interest to you. These communications may be sent by mail, SMS, email or other permitted methods in accordance with relevant marketing and privacy laws, including the Spam Act 2003 (Cth).

You may opt-out of receiving direct marketing communications at any time by contacting us or using the unsubscribe facility provided in the communication. Upon request, we will ensure your details are removed from our marketing list.

We do **not** provide your personal information to any third parties for their own marketing purposes.

Compliance with Privacy Legislation

NRCHI adheres to all relevant privacy laws, including the Victorian Privacy Act 2000, the Victorian Health Records Act 2001, and the Commonwealth Privacy Act 1988. We are committed to safeguarding the privacy of all individuals and will ensure compliance with the Information Privacy Principles (IPPs) and National Privacy Principles (NPPs) as required by these Acts.

Compliance with the Victorian Registration and Qualifications Authority (VRQA)



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As a registered training organisation, NRCHI complies with the regulations set out by the Victorian Registration and Qualifications Authority (VRQA) to ensure the collection, storage, and use of student information aligns with the regulatory requirements for the delivery of accredited training. All personal information related to students enrolled in VET programs is collected, used, and stored in accordance with VRQA's regulations.

Compliance with Funding Bodies

NRCHI receives funding from several government bodies, including the Department of Jobs, Skills, Industry and Regions and other funding agencies. We are committed to complying with the privacy requirements specified in our funding agreements and service contracts with these bodies.

This includes, but is not limited to:

- The collection, storage, and reporting of personal information for funding, statistical, and evaluation purposes.
- Providing required reports to funding bodies, government agencies, or other third parties as required by law or for the purposes of reporting, evaluation, and funding. This information will be anonymised where possible to protect the identity of individuals.

Use of Personal Information for Funding and Reporting Purposes

In accordance with our funding agreements, NRCHI may need to provide personal information about students and program participants to funding bodies, including DJSIR and DFFH, or other government agencies, for the purposes of:

- Reporting on program outcomes and statistics.
- Monitoring the effectiveness and reach of funded programs.
- Evaluating and planning for future funding allocations.

We will only disclose personal information for these purposes if you have provided your consent or if we are required to do so by law or contractual obligation.

Compliance with Employment, HR, and Workplace Laws

NRCHI complies with all applicable employment and human resources laws, regulations, and best practices. This includes adhering to the Fair Work Act 2009 (Cth), Equal Employment Opportunity Act 2010 (VIC), and other relevant workplace legislation. We are committed to ensuring that all personal information relating to staff, volunteers, and contractors is handled in accordance with employment standards and rights, including the protection of personal data collected as part of employment contracts, performance reviews, health and safety, and payroll management. This ensures a safe, fair, and compliant working environment for all employees and volunteers.

Privacy Procedure

The following outlines the procedure for managing, handling, and safeguarding personal information collected by North Ringwood Community House.

Collection of Personal Information

- North Ringwood Community House collects personal information through:

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- Completion of enrolment forms, either in person or online.
- Conversations or interviews with individuals, including phone calls and in-person meetings.
- Third-party providers and funding bodies, as required.
- Accessing and using our website (as applicable).
- We only collect personal information necessary for the effective provision of services and programs.

The personal and sensitive information we may collect includes, but is not limited to:

- Full name, residential and postal address, phone number, email address
- Date of birth, gender, language spoken at home, country of birth, cultural background
- Emergency contact details
- Employment status, education history, concession status
- Victorian Student Number (VSN), Unique Student Identifier (USI)
- Citizenship or residency documentation (for government funding eligibility)
- Literacy and numeracy testing results
- Course participation and assessment records
- Disability status or learning support needs
- Health information (such as medical conditions relevant to participation in exercise or other programs)
- Photo and video consent (if applicable)

NRCHI also collects employment-related personal information, including but not limited to:

- Name, contact details, and emergency contact information
- Tax file number, superannuation details, bank account information
- Qualifications, certifications, and employment history
- Performance reviews, training records, and other professional documentation
- Health-related information (e.g., fit-for-work certifications, injury reports)
- Police checks and Working with Children Checks (where relevant)
- Other information needed for compliance with employment laws and regulations

Sensitive Information Collection

- Sensitive personal information (e.g., health information) may be collected only when required for specific purposes, such as in relation to participation in exercise classes or other health-related programs. This information is handled with strict confidentiality, in accordance with applicable privacy laws, including the Victorian Health Records Act 2001.
- Consent for the collection of health information will be obtained through a specific consent form or documented enrolment process. This includes information relevant to participation in health or exercise-based programs. Individuals have the right to withhold consent, although this may impact their ability to safely participate in certain activities.

If Personal Information Is Not Collected

Provision of personal information is essential for North Ringwood Community House Inc. (NRCHI) to fulfil its contractual, legal, and service obligations. If you do not provide the personal information requested, the following consequences may apply:

- NRCHI may be unable to provide the course, program, or service requested.
- Your course or program may not be eligible for government subsidies and a full user-pays fee may apply.

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- NRCHI may be unable to process your enrolment.
- NRCHI may be in breach of contractual obligations with government funding bodies.
- NRCHI may be unable to process employment applications, administer payroll or benefits, assess suitability for a role, or comply with workplace legislation and Work Health and Safety requirements.

Use of Personal Information

Personal information is collected and used by NRCHI for the following purposes:

- To process course enrolments, manage student records, and allocate resources to support students.
- To administer employment-related matters, including recruitment, payroll, tax, superannuation, training, safety, and workplace entitlements for staff, volunteers, and contractors.
- For statistical reporting, funding, and compliance with obligations under government programs.
- To meet legal, contractual, and regulatory obligations under employment and training agreements.
- To manage any reporting or compliance obligations with funding bodies such as the Adult, Community and Further Education Board (ACFE), the Department of Jobs, Skills, Industry and Regions (DJSIR), and the Victorian Registration and Qualifications Authority (VRQA).

We will not use personal information for any other purposes unless specifically authorised or required by law.

Statement of Purposes for Collection

North Ringwood Community House Inc. collects personal information for purposes directly related to its educational, community, employment, and operational functions. This includes information about patrons, students, staff, volunteers, and contractors in order to:

- Register learners, allocate staff, and provide learning and support resources.
- Administer and manage courses, programs, services, and staff relationships.
- Maintain employee records, process payroll, manage superannuation, insurance, WorkCover, and ensure compliance with employment obligations.
- Conduct recruitment, training, performance management, and Work Health and Safety programs.
- Conduct marketing, research, and service quality improvements.
- Contact a nominated person on your behalf in case of an emergency.
- Maintain accurate and up-to-date records for internal, employment, and regulatory purposes.
- Meet reporting obligations and receive government funding, including submission of personal and statistical data to bodies such as ACFE, DJSIR, and in accordance with VRQA requirements.
- Comply with applicable laws, workplace regulations, funding agreements, and directions from authorised government agencies.

All personal information collected is handled in accordance with applicable privacy, health, workplace, and data protection laws and internal policy safeguards.

Disclosure of Personal Information

We may disclose personal information to third parties under the following conditions:

- With the individual's consent.
- To comply with legal obligations, including reporting requirements to funding bodies such as DJSIR, DFFH, or other government agencies.
- When necessary for the operation of accredited training and other programs.

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We will not sell, rent, or otherwise disclose personal information for purposes not outlined in this policy.

Security of Personal Information

- All personal information will be securely stored in either physical or electronic form.
- Electronic data will be protected by password access and firewalls where applicable.
- Physical records will be stored in secure areas, and only authorised personnel will have access.
- When no longer needed, personal information will be securely destroyed, including shredding hard copy records and deleting electronic data. **Please see NRCHI Records Management Policy.**

Credit card information, where collected for payment purposes, is not stored permanently and is securely destroyed after use. North Ringwood Community House Inc. takes all reasonable steps to protect payment information from misuse, loss or unauthorised access.

Personal and employment-related records are retained for the period required by relevant legislation and funding agreements. These include requirements under the Education and Training Reform Act 2006 (Vic), the Australian Taxation Office, and WorkSafe Victoria. Once no longer required, records are securely destroyed.

Access to Personal Information

Individuals have the right to request access to their personal information held by North Ringwood Community House. This can be done by submitting a written request to the CEO or filling in the **Access to Student Records Form** located on our website. Please see **NRCHI Access to Student Records Policy**.

- We will make every effort to ensure that the personal information we hold is accurate, complete, and up-to-date.
- If any information is found to be incorrect or outdated, individuals can request that corrections be made.

Privacy Breach and Complaint Procedure

North Ringwood Community House Inc. takes privacy breaches seriously. A privacy breach may involve the loss, unauthorised access to, or disclosure of personal information. In the event that a breach occurs:

- NRCHI will investigate the incident promptly and take appropriate action to contain the breach, assess the risk, and prevent further occurrences.
- If the breach is likely to result in serious harm to an individual, NRCHI will notify individuals as soon as practicable with details of:
 - The nature of the breach
 - The type of information involved
 - Steps taken to contain and address the breach
 - Recommended steps the individual should take to protect themselves
- Where required, the Office of the Australian Information Commissioner (OAIC) will also be notified.
- All breaches and responses will be documented and reviewed.

If you have any concerns regarding how your personal information is handled, you may raise a complaint by contacting the CEO at North Ringwood Community House. A formal complaints procedure is in place, and we will ensure that your concerns are addressed in accordance with the Privacy Act and our internal policies. See **NRCHI Complaints and Appeals Policy**.



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The complaint will be investigated, and corrective actions will be taken if necessary. If the complaint is not resolved to the individual's satisfaction, they may contact the Privacy Commissioner for further action.

Related Documents

Student Handbook
Student Enrolment Form
Access to Student Records Policy
Access to Student Records Form
Complaints & Appeals Policy
Enrolment Policy
Records Management Policy
Staff Code of Conduct
Media Photo consent form
Employment Policy
Staff Handbook

Document Locations

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

Related Legislation

Education and Training Act 2006
Australian Quality Standards Framework (AQTF) 2010
Victorian Registration and Qualifications Authority (VRQA) Guidelines for VET Providers (2018)
Privacy and Data Protection Act 2014 (Vic) (formerly the Information Privacy Act 2000)
Health Records Act 2001 (Vic)
Privacy Act 1988 (Cth) - including the Australian Privacy Principles
Spam Act 2003 (Cth)
Education and Training Reform Act 2006 (Vic)
Freedom of Information Act 1982 (Vic)
Charter of Human Rights and Responsibilities Act 2006 (Vic)
Applicable Commonwealth and State Government Funding Contracts and Guidelines
Fair Work Act 2009 (Cth),
Equal Employment Opportunity Act 2010 (VIC),

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
21.5.25	7	Significantly reformatted. More information added for employee privacy	May 2025