



Privacy Policy



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Purpose

The Trainer Assessor Group (TAG) Privacy Policy has been developed and implemented to clearly outline the measures and processes that TAG has carefully designed regarding the collection, storage and use of personal and/or confidential information. This information may pertain to TAG's clients, participants, staff and general operations.

Legislative Requirements

This Privacy Policy has been developed to meet the requirements of the following Acts of legislation, regulations and standards, as a minimum:

- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Privacy Regulation 2013
- National VET Regulator Act 2011
- Standards for NVR Registered Training Organisations

TAG is committed to adhering to the requirements of the above named legislation and to protecting the privacy and confidentiality of our stakeholders.

Collection of Personal Information

As a registered training organisation (RTO), TAG is required to collect personal information from its participants and clients. This personal information includes, but may not be limited to:

- Name
- Date of Birth
- Contact details, including address, phone numbers and email address
- Details of current employment (including company name, contact details and supervisor/manager name)
- Demographic data (including previous schooling and study history, disability, Aboriginal and/or Torres Strait Islander status, language, literacy and numeracy skills, country of birth)

TAG may also collect details related to an organisation that employs participants. Information collected from these organisations may include, but is not limited to:

- Company name
- Location and address
- Contact details
- Manager/supervisor name and direct contact details



TAG collects this information in the Participant Enrolment Form and Client Services Agreement. Details may also be provided to TAG by email, verbally or by fax.

TAG is authorised and required to collect this information under the legislation, regulations and standards listed above.

Storage of Personal Information

All information collected from participants and employing organisations is stored securely in TAG's data systems. Data is entered into and stored in our systems, which include Wisenet (participant records management database), Microsoft Outlook and the TAG computer network.

The Wisenet program and data is hosted by MyWisenet Information Systems Pty Ltd. As such, MyWisenet Information Systems Pty Ltd has access to data stored in TAG's Wisenet Participant Records Management database. The MyWisenet Information Systems Pty Ltd Privacy Policy (accessible at <http://www.wisenet.com.au>) has been carefully reviewed by TAG personnel and has been determined to be secure and reasonable.

TAG's computer network and all data included is regularly backed up to an external hard drive.

Each participant file is created for an individual only and, where possible, does not include details related to another client or participant.

Access to Personal Information

All data stored in TAG's systems is accessible by TAG management, staff and contractors.

Data is also accessible by the external hosting companies listed above.

A participant may access their own file and details. Access is gained by requesting the file from an TAG staff member and providing proof of identification, such as a Driver's Licence.

Use of Personal Information

TAG utilises the personal information of staff, clients and participants in varied ways.

Clients and participants may be sent notices, surveys or invitations via their email address.



Publication of Information

No information collected by TAG is made publicly available.

Disclosure of Personal Information

As required by the National VET Regulator Act 2011 and the Standards for NVR Registered Training Organisations, TAG is required to report all collected data from participants to government departments or agencies, which includes the National Council for Vocational Education Research (NCVER) and the Australian Skills Quality Authority (ASQA). All participant data may be made available to ASQA during the process of ASQA auditing TAG as a Registered Training Organisation.

Participant data may also be reported to government departments which provide funding to TAG for the delivery of training courses. These departments include the NSW Department of Education and Communities.

Participant data that may be supplied or reported includes:

- Name
- Date of Birth
- Contact details, including address, phone numbers and email address
- Details of current employment (including company name, contact details and supervisor/manager name)
- Demographic data (including previous schooling and study history, disability, Aboriginal and/or Torres Strait Islander status, language, literacy and numeracy skills, country of birth)
- Course enrolled into, including start date, location and end date
- Units of competency undertaken and the outcomes achieved for each
- Certificates and/or Statements of Attainment issued

Contact details (or any other collected data) of a participant is not supplied to any other TAG client or participant.

Participants and clients may be required to verify their identity when contacting TAG.

Disclosure Required by Law

Aside from legislated and/or regulated reporting requirements outlined above, TAG may be required to disclose personal information of its clients and participants in the event that it is subpoenaed to by a court that has jurisdictional rights. Details may also be supplied to emergency services and authorities in the event of an emergency or criminal situation.



Retention of Personal Information in Records

Personal information collected and stored by TAG is required to be retained for varying lengths of time.

Details of payments made by and to TAG are required to be retained for a minimum of seven (7) years as per rulings from the Australian Taxation Office. This data may include invoice number, date, items invoiced, invoice and payment amounts, payment methods (including cheque details) and payment date.

Records of participant participation and achievement are required to be retained for a period of at least thirty (30) years. This data includes the Participant Data listed above in the section titled Disclosure of Personal Information.

Updating your Personal Information

As a participant of TAG, it is important that TAG has your current personal information on file in the event that we need to be in contact with you. Should your details change throughout your training program, contact the TAG office or assigned trainer to provide details.