

## Privacy and Confidentiality Policy

Connect training group (Connect) is very vigilant in ensuring your privacy and confidentiality of information provided by you to us.

Connect must collect personal information as part of your application process for training. This information may be of a personal nature and can include details of educational background, employment history, and current employment status, and language, literacy and numeracy skills. The purpose of this information is to allow the staff of Connect to develop effective training and assessment programs, according to the needs of each individual.

Personal information collected as a result of your enrolment may be used by the Department of Employment and Training for statistical requirements for vocational education and training information. It may also be used by Connect for future planning, reporting, communication, research, evaluation and auditing and marketing. Only authorized Connect staff have access to this information.

- Your personal information may be disclosed to Commonwealth and State Government authorities and agencies for statistical purposes
- If you are under the age of eighteen (18) years your personal information, attendance details, progress and results may be disclosed to your parent/guardian

### What do we use this Information for?

Primarily, we use your information to provide you with the services available to you. The purpose of collecting personal information during the enrolment process is to allow the staff of Connect to develop effective training and assessment programs, according to the needs of each individual. This will enable you to enrol and obtain your qualifications.

### How do we store this information?

As a Registered Training Organisation (RTO), Connect Training Group is required to keep your records for compliance with the AQTF standards. These records are kept for 30 years, in fire-proof cabinets/safes, or in an electronic database. Access to these records is strictly controlled.

### With whom do we Share Your Information?

We will not sell, share, rent or otherwise provide personal information to others, including people in your workplace, spouses or parents, without your written consent.

## Cookies

Connect uses 'cookies' for the operation of its learning management system. A cookie is a small file that is held on your computer, for the purpose of recording information about the pages that you have visited. Connect does not use these cookies to gather personal information; the activity is solely related to the operation of the Learning Management System.

### When required, Connect training group will disclose personal information, when:

- Requested by the rightful user/owner of the personal information
- To comply with legal investigations of purported unlawful activities to conform to the edicts of the law

## Obtaining release of personal information

To obtain or release your personal information to a third party, you must:

- 1) Notify the office administrator of Connect training group in writing, by completing a release form, which is provided for this purpose.

After receiving the completed release form, Connect staff will confirm the request by:

1. Confirming with the Managing Director for authorisation of disclosure
2. Confirming with the client requesting the written consent
3. Provide the information requested if the first two points are achieved

## Contacting fellow students

Training participants who wish to stay in contact with other training participants, either through forums or virtual classroom sessions, are advised to collect names and contact information in person at the time of the training activity, as Connect will not pass on personal information of any students.