

## Privacy and Confidentiality Policy

Connect training group (Connect) is very vigilant in ensuring 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 and provide the required support, according to the needs of each individual.

**Australian government bodies** also require specific statistical information relevant to Vocational Education and Training and may use personal information collected as a result of your enrolment to guide future funding and training requirements.

This information may also be used by Connect for future planning, reporting, communication, research, evaluation and auditing and marketing. Only authorised Connect staff have access to this information.

Connect training group strongly supports the privacy and confidentiality of students' information and this is supported though complying to the Privacy Act 1988 and the Student Identifiers Act 2014.

### 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 some of your information and records for compliance with the National VET Regulator (ASQA) and address the Standards for RTOs 2015 as well as any other Government body requirements. Some of these records may need to be kept for up to 30 years to identify what units and certificates have been issued for each individual. These records are kept in an electronic database and are backed up hourly and then copied onto an externally stored drive. Access to these records is securely password 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.

Certain information regarding geographic location, sex, age, cultural background, etc., are required for statistic requirements by Government bodies to assist in future planning and funding arrangements, this means:

- ❖ Your personal information may be disclosed to Commonwealth and State Government authorities and agencies for statistical purposes and funding requirements
- ❖ 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

## 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
- ❖ To meet any Government body requirements and/or Government funded programs contract arrangements

### Obtaining release of personal information

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

- ❖ 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:
  - Confirming with the Managing Director for authorisation of disclosure
  - Confirming with the client requesting the written consent
  - 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, online messaging 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 to other students.