

Privacy Policy

Deltawest Training understands and respects the importance of protecting the privacy of individuals and is committed to complying with the Australian Privacy Principles contained in the Privacy Act 1988.

The term 'personal information' has the meaning given to it in the Privacy Act as any information that can be used to personally identify an individual. This may include their name, address, telephone number, email address, and profession or occupation (or a combination of these). Deltawest Training is a registered training organisation and an approved DoT assessment provider and consequently must collect and report certain information to the Training Accreditation Council, NCVET and the Dept. of Transport. In addition to the information required above, further information collected includes but not limited to:

- Unique Student Identifier Number (USI)
- Languages spoken at home
- Aboriginal and/ or Torres Strait Islander origin
- Level of schooling completed
- Employment status
- Reasons for undertaking the relevant educational course

Personal information is collected verbally when a participant calls to make a booking and by completing the *Enrolment Form*. Personal information is stored in the Student Management System and the Dept. Of Transport reporting spreadsheet, both are on a secure server.

The personal information we collect will not be used or disclosed other than in accordance with the Privacy Act, and for the purposes for which the information was collected. Except as required under the Standards for Registered Training Organisations 2015, Government Contracts or by law, information about a student will not be disclosed to a third party without the written consent of the participant.

Access by students to their personal records is available upon request to the RTO. Information that may be accessed includes progress, personal details, and any relevant details of the student's enrolment that the RTO has collected. Students may correct such personal information at this time. The Records Management Policy details the process for students to follow to access personal information.

Under the Privacy Act 1988, individuals can make a complaint to Deltawest Training about the handling of personal information and we will endeavour to resolve the complaint as per our *Complaints & Appeals Policy*, within the designated timeframe. If an individual is not satisfied with the result, after 30 days may make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of the personal information, by calling 1300 363 992 or email enquiries@oaic.gov.au.