

## Privacy Policy

### Background Information:

The main privacy laws that apply to Recognition First are the Privacy Act 1988 and the Privacy and Personal Information Protection Act 1998 (NSW). These Acts have outlined principles to ensure that personal information held by Recognition first is not modified, used or accessed by unauthorised people. The principles regulate the handling of personal information and cover its collection, storage, use, disclosure and disposal.

### Policy Statement:

Recognition First is committed to protecting and maintaining the privacy, confidentiality, accuracy and security of our clients personal information. Recognition First has implemented measures to comply with their obligations under the Privacy and Personal Information Act 1998 (NSW) and the Privacy Act 1988. All staff are bound by these Acts.

As a Registered Training Organisation (RTO), Recognition First complies with the Standards for National VET Regulator (NVR) Registered Training Organisations and has documented and implemented policies and procedures to assure the integrity, accuracy and currency of its records including:

- a. Ensuring that, except as required under the SNRs or by law, information about a client is not disclosed to a third party without the written consent of the client;
- b. Access by clients to their personal records

### Collection:

As a RTO Recognition First collects and holds personal information relating to clients and their enquiries, enrolment, academic progression and qualification completion. This information may be held in paper and/or electronic files. Recognition First take all reasonable steps to ensure that the information collected is stored securely. Recognition First is required by law to retain records for certain periods of time depending on the type of records. Recognition First has appropriate systems and policies in place to protect client's information from loss, unauthorised access and misuse.

If clients would not like Recognition First to collect certain information about them they need to contact the main office to discuss any consequences this may have on their enrolment.

If clients provide untrue, misleading or incomplete information to Recognition First this may have consequences for their enrolment, funding eligibility, academic progression, and qualification completion.

### Use of Personal Information:

By enrolling into our records systems personal information of clients of Recognition First may be used by it to:

1. Inform clients of professional training and related services offered by Recognition First including new professional development courses;
2. Carry out reviews of our internal administration and operations including record keeping, risk management, accounting, archiving, systems development and testing and staff training;
3. Develop and customise new training products and services;
4. Undertake planning, research and statistical analysis;
5. Under certain Government funding arrangements results may be provided to Government Departments regularly, students are informed of this at enrolment;

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6. Provide statistical information to Government Departments annually; and
7. Compliance with registration standards, reporting and auditing requirements.

### Course Results:

The results achieved by clients attending Recognition First courses are subject to retention, archiving and retrieval for a period of 30 years and transfer consistent with the requirements of registration authority. Recognition First also keeps records of courses undertaken including dates, topics, activities and assessments for a minimum of six (6) months as per ASQA regulations or for the duration set out in contractual obligations. If clients need further information on how long their records are retained as per their contract they can contact the main office.

### How to access your records:

Students are welcome to access any of their own records and simply need to give a written request. Forms are available from Recognition First office for requesting access to or disclosure to nominated third parties of personal information. All staff, employees, trainers, advisors and agents of Recognition First are bound by policies and procedures and must treat a client's personal information with the strictest confidentiality.

### Related Legislation and Standards:

- Privacy Act 1988 (Cth)
- Privacy and Personal Information Protection Act 1998 (NSW)
- Standards for NVR Registered Training Organisations 2011

### Related Documents:

- Third Party Information Request Version 2