

Privacy Policy

Purpose

Choice Training understands the importance people attach to personal information (such as name, address, date of birth, personal email address, etc.). We are committed to managing and protecting the personal information participants and organisations share with us.

Through this policy Choice Training seeks to ensure that people who deal with us are able to with the confidence that personal information is only used by the organisation in the ways that are legal, ethical and secure.

As a respected educational and training organisation, Choice Training is committed to complying with the Australian Privacy Principles as set out in the Commonwealth of Australia Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

This Privacy Policy explains our current information handling practices.

Policy

Collection, Use and Disclosure of Personal Information

Personal and sensitive information is collected by Choice Training in order for us to carry out our functions as a business and a Registered Training Organisation (RTO). Choice Training shall only collect personal information that is necessary to carry out legitimate activities. Information shall be collected in a legal and just method and shall not, where reasonably possible, be intrusive.

Personal and sensitive information may be collected by us in relation to the following circumstances:

- Enquiries - When you enquire about our services
- Human Resources - When you apply for a job with us or commence employment with us
- Training - When you enrol in a training course with us
- Service provision - When you provide a service to us and we need to pay you

Information is collected through our website via online enquiry forms, through face to face or telephone enquiries, through applications for employment and subsequent employment related paperwork, through enrolment and assessment processes when training with us, or financial information provided to us to enable payment for services. If practical, Personal Information shall be collected from individuals.

Choice Training shall not collect information that is of a sensitive nature unless prior permission has been sought from the individual and/or it is required under relevant Commonwealth and/or State legislation.

Where it is legal and practical, Choice Training shall make available to individuals options of not identifying themselves when entering into transactions with our organisation or we shall provide reasonable opportunity for an individual to opt-out of any activity that shall make use of their Personal Information.

The type of information that may be collected includes but is not limited to:

Name	Language spoken at home
Address	Email address
Telephone Number	Photographs
Fax Numbers	Video Footage
Date of birth/age	Student Results
Place of birth	Educational Qualifications
Race or ethnic origin	Support services
Unique Student Identifier (USI)	Driver's Licence details
Passport number	Tax file number
Bank account details	Credit card details
ABN	Medicare card details

Internet

Our website does not collect information of a personal nature from your visits through cookies or any other form. Any involvement in e-hubs will be on locked sites that only the enrolled participants and identified personnel can access.

People visiting Choice Training's website are able to access various other sites by clicking on links that our organisation embeds within its sites. Persons should be aware that Choice Training's Privacy Policy does not apply to these sites.

Information submitted digitally to our organisation (i.e. electronic data, using an electronic form or application or by sending an email) is collected and used for the purposes that it has been provided for. For example, if you request information about a course, Choice Training will use the information to process your enquiry.

Choice Training shall only use or disclose information for the primary purpose (original reason for information being collected) it was collected. Choice Training shall not use or disclose information for a secondary purpose (any other purpose than the primary purpose) unless the individual has consented to the use or disclosure.

Choice Training shall not disclose Personal Information to an external company or third party without prior permission. Personal information shall not be sold to anyone and shall not be used for promotions independent of Choice Training. Personal information shall be destroyed, if there is no longer any legitimate purpose in retaining such information and that the record retention periods imposed by the state and federal governments have been exceeded.

Choice Training shall not transfer personal information to a foreign company or organisation unless required to do so under relevant legislation and government directive and with the notification being provided to the individual concerned.

Identifiers

Choice Training shall not assume, as its own identifier of a person, an identifier that has been assigned by a Government agency or agent or a contracted service provider for a Commonwealth Contract. Note: A person's name or ABN number is not considered to be an identifier.

The exception to this is in the case of Unique Student Identifier (USI) which is necessary for Choice Training to fulfil its obligations to the Australian Government. This information is protected and dealt with under the Privacy Act and the Student Identifiers Act 2014.

Access

Choice Training will make available for your inspection all personal information held upon request. Choice Training may require you to provide sufficient identification before allowing you to access or change your personal information.

When requesting access to personal information, individuals shall:

- Formally in writing, request to access their personal information
- Provide two (2) acceptable forms to prove their identity
- Advise what format they require the information
- Provide data storage, if necessary
- Pay any reasonable associated fees
- Allow 15 working days for processing (i.e. 3 weeks)

Security

Choice Training shall take reasonable steps to ensure personal information is safe from misuse, loss, and unauthorised access, alteration or disclosure. Information shall be destroyed or identifiers removed when it is no longer needed for either the primary or approved secondary purpose or the required retention period set by Commonwealth and State legislation.

Choice Training shall take reasonable steps to ensure the security of physical files, computers, networks and communications are maintained at all times.

Changes to our Privacy Statement

This information relates to Choice Training's current privacy policy and standards. Choice Training may vary its privacy standards from time to time. Choice Training will not separately notify individuals of any changes. An up to date copy of Choice Training's Privacy Policy will be available on our website or by requesting a copy through our office.

Feedback or Complaints

If you have any comments regarding Choice Training's privacy statement and policy please e-mail these to admin@choicetrainingqld.com.au.

If you believe that your personal information has not been dealt with in accordance with an information privacy principle you may make a written complaint to Choice Training. Your complaint should be addressed to:

Director
Choice Training
Suite 4
458 Flinders Street
Townsville Qld 4810

You may also e-mail your complaint to admin@choicetrainingqld.com.au