

Document number	AMTAP07
Version	4
Date of issue	March 2021
Date of review	March 2024
Reviewed by	RTO Compliance Officer
Approved by	AMTAM

# Privacy Policy

In this policy, “us” “we” or “our” means Aspen Medical Training Academy.

## Purpose

Aspen Medical Training Academy is committed to maintaining the privacy and confidentiality of its RTO personnel and participants' records to comply with the Privacy Act 1988, including the 13 Australian Privacy Principles (APPs) as described in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

## Background

Aspen has a Privacy policy (AMGMP08), which is the umbrella document for Aspen's compliance with legislative and best-practice standards in Privacy management.

## Scope

This policy applies to all activities associated with training provided by Aspen Medical under the RTO.

The following principles have been designed in response to the Australian Privacy Principles (APP) as they relate to Aspen Medical Training Academy operations:

## Principle 1: Open and Transparent Management of Personal Information

### Information Collection, Use, Disclosure, Storage, Destruction and De-identification

We retain a record of personal information about individuals who engage in any provided training or development business services. This information may be disclosed for a range of purposes, including but not limited to:

- Providing services to clients
- Managing employee and contractor teams
- Conducting internal business functions and activities
- Responding to the requirements of stakeholders

As an RTO, regulated by the Australian Skills Quality Authority, we are required to collect, hold, use and disclose personal information on participants in nationally recognised training programs. This information requirement is outlined in the National Vocational Education and Training Regulator Act 2011 and associated legislative instruments. In particular:

- Standards for NVR Registered Training Organisations 2012; and
- Data Provision Requirements 2012.

Various State Government Acts requiring similar information collection, use, and disclosure include:

- Vocational Education & Training Act
- Traineeship & Apprenticeships Act (relevant to state jurisdictions of Aspen Medical Training Academy operations)

Due to these legal requirements, we are required to disclose certain information held on participants for valid purposes to a range of entities, including:

- Governments (Commonwealth, State or Local) VET authorities
- Employers (and their representatives)

## Personal Information Collected and Held

Personal information collected and held may include:

- Full name
- Email address
- Phone number
- Employment details
- Educational background
- Demographic Information
- Course progress and achievement information
- Financial billing information
- Identity details
- Employee details and HR information
- Complaint or issue information
- Disability status and other participant needs
- Ethnic backgrounds, such as Aboriginal and Torres Strait Islander
- Background checks (such as National Criminal Checks or Working with Children checks)

Information will be collected directly from the participant. This may include training record forms and information provided through the web-based participant management system or website.

On occasion, Aspen Medical Training Academy may receive solicited and unsolicited information from third party sources in undertaking service delivery activities. This may include information from such entities as:

- Government (Commonwealth, State or Local) VET authorities

- Employers (and their representatives)

## Storage of Personal Information

Aspen Medical Training Academy utilises secure information storage measures at all times.

Collection information is:

- Converted to electronic means as soon as possible after collection
- Stored in secure, password-protected systems
- Monitored for appropriately authorised use at all times
- Destruction of paper-based records occurs as soon as Practical

## Information Retention and Destruction

Aspen Medical Training Academy maintains a 'Retention and Disposal Schedule', documenting the periods for which personal information records are kept.

Destruction of paper-based records is conducted by secure shredding and destruction services.

In the event of Aspen Medical Training Academy ceasing to operate, personal information related to participants who have undertaken nationally recognised training will be transferred to the Australian Skills Quality Authority, as required by law.

## Information Access and Correction

Aspen Medical Training Academy confirms that all participants have a right to request access to their stored personal information and to request correction of that information at any time.

To request access to personal records, please contact;

Aspen Medical Training Academy; Phone 02 6203 9500; Email [training@aspenmedical.com](mailto:training@aspenmedical.com)

If third parties such as a VET authority or employer requests access to personal information, we will verify and identify the third party. Where relevant and legally possible, the participant to whom the information relates will be contacted to confirm consent (if consent not previously provided for the matter).

## Complaints about a breach of the APP

If a participant feels that Aspen Medical Training Academy may have breached one of the APPs, they can be referred to the Privacy Complaints Procedure below for further information.

## Likely Overseas Disclosures

Aspen Medical Training Academy confirms that a participant's personal information is not intended to be disclosed to external overseas recipients.

## Availability of the APP Privacy Policy

The Aspen Medical Training Academy APP Privacy Policy is available through our website, and a summary version will also be included in the participant's enrolment documentation.

## Review and Update of this APP Privacy Policy

This APP Privacy Policy is regularly reviewed as suggestions are raised and addressed or as government required changes are identified. Changes to the policy will be communicated and available via our website

## Principle 2: Anonymity and Pseudonymity

Aspen Medical Training Academy only stores and links pseudonyms to individual personal information in cases required for service delivery (such as system login information) or once the participant's consent has been received.

This includes providing options for anonymous dealings in general course enquiries or other situations in which a participants' information is not required to complete a request.

## Identification Requirements

Aspen Medical Training Academy must acquire and confirm personal identification details when delivering nationally recognised training and is authorised by Australian law to deal only with participants who have appropriately identified themselves. This is a Registration condition for all RTOs under the National Vocational Education and Training Regulator Act 2011.

Aspen Medical Training Academy will disclose Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS) data regarding participants enrolled in nationally accredited training programs.

## Principle 3: Collection of Solicited Personal Information

Aspen Medical Training Academy collects personal information that is reasonably necessary for business activities. Sensitive information will only be collected where a participant voluntarily consents or where the information is required to fulfil VET reporting requirements. This information is collected by lawful and fair means.

## Principle 4: Dealing with Unsolicited Personal Information

On occasion, where Aspen Medical Training Academy may receive unsolicited personal information, the information will be reviewed to determine whether it is relevant to business services. If relevant, the information will be processed according to the guidelines in this policy document. Where Aspen Medical Training Academy could not have collected the information by law or for a valid business purpose, it will be destroyed or de-identified unless such action would be deemed unlawful.

## Principle 5: Notification of the Collection of Personal Information

When Aspen Medical Training Academy collects personal information about a participant, reasonable steps will be taken to ensure that the participant is aware of the information collected.

### Standard notifications to participants regarding data collection include:

- Aspen Medical Training Academy staff contact details, including; name, position title, telephone number and email address
- Notification of the circumstances of where personal information will be collected
- Notification of circumstances where the collection of personal information is required or authorised by law, including the name of the Australian law or other legal entity requiring the collection
- The consequences for the participant if all or some personal information is not collected
- Other organisations or persons to which the information is may be disclosed
- A link to the APP Privacy Policy document on our website
- Where possible, Aspen Medical Training Academy will ensure that participants confirm their understanding of the policy details through a signed declaration contained within the enrolment documentation

### Collection from third parties

- Where Aspen Medical Training Academy collects personal information from another organisation, staff will confirm whether the organisation has secured permission from the participant concerned to release the required information
- Aspen Medical Training Academy will also endeavour to notify the participant concerned to ensure that the participant is aware of the information collection.

## Principle 6: Use or Disclosure of Personal Information

Aspen Medical Training Academy will only use or disclose participants personal information for the primary purposes for which the information was collected or secondary purposes in cases where:

- A participant consents to a secondary use or disclosure
- A participant would reasonably expect the secondary use or disclosure of the information where the information use is directly related to the primary purpose of the information collection
- Using or disclosing the information is required or authorised by law

## Principle 7: Direct marketing

Aspen Medical Training Academy does not use or disclose the personal information that it holds about a participant for direct marketing, unless:

- The information has been collected directly from a participant or a third party, and the participant would reasonably expect their personal information to be used for direct marketing
- When undertaking marketing initiatives, Aspen Medical Training Academy will provide a simple method for participants to request not to receive direct marketing communications (also known as 'opting out')

## Principle 8: Cross-border Disclosure of Personal Information

Aspen Medical Training Academy will only disclose personal information about a participant to an Aspen Medical overseas entity following informed consent from that participant.

## Principle 9: Adoption, Use or Disclosure of Government Related Identifiers

Aspen Medical Training Academy does not adopt, use or disclose a government related identifier related to a participant except when:

- Required by Australian law or other legal requirements
- Reasonably necessary to verify the identity of the participant
- Reasonably necessary to fulfil regulatory obligations to a VET authority

## Principle 10: Quality of Personal Information

When collecting, storing or disclosing personal information, we will take all reasonable steps to ensure that the personal information collected is accurate, up-to-date and complete and is used for the purpose for which it has been collected. (See principle 13 and section 17.2 of this document for details regarding the correction of personal information).

### Quality Measures Supporting Requirements for Information Use

Aspen Medical Training Academy has developed quality-focused information management systems to ensure that the quality and processing of personal information conforms to the Australian Privacy Principles. These systems ensure that information is:

- Recorded in a consistent format, from a primary information source when possible
- Updated or new personal information is promptly added to relevant existing records either by Aspen Medical Staff or by the participant via the CRM system.
- Accurate, when a lengthy period since the collection has elapsed

- Current, when a third party has collected the information

## Principle 11: Security of Personal Information

Aspen Medical Training Academy has developed quality-focused information management systems that provide reasonable steps to ensure that personal information is stored securely and protected from misuse, interference, and loss, as well as unauthorised access, modification or disclosure.

These systems ensure that personal information is:

- Destroyed or de-identified once the information is no longer needed for any purpose for which the information may be legally used or disclosed
- Not able to be accessed by unauthorised personnel
- Stored in a secure place, whether in digital or hardcopy form

Aspen Medical Training Academy takes reasonable measures to ensure that staff are aware of the Australian Privacy Principles and how those principles relate to collecting, using, and storing personal information. Internal audits will be conducted as required to review the effectiveness of the RTO's information management systems.

## Principle 12: Access to Personal Information

Where Aspen Medical Training Academy holds personal information about a participant, the participant will be provided access to the information on their request. In processing a request for access to personal information, Aspen Medical Training Academy will:

- Confirm the identity of the participant or other authorised person before access to the information is proved
- Respond to a request for access to personal information within 14 calendar days
- Provide reasons for a refusal of information access, in writing, along with information about the RTO's Complaints and Appeals policy
- Provide access to personal information when deemed appropriate, free of charge

## Principle 13: Correction of Personal Information

Aspen Medical Training Academy will take reasonable steps to correct personal information to ensure that the information is current, accurate, complete, not misleading, and relevant to the purpose for which it is held.

When requested by the participant or other authorised person, we will correct personal information held and, when required, notify any relevant third parties such as VET authorities or employers of the corrections made.

If there are circumstances where we deem it appropriate to refuse to update personal information, the following steps will be undertaken:

- The written notice will be given to the participant, outlining the reasons for the refusal, along with information about the RTO's Complaints and Appeals policy
- Reasonable measures will be taken to record a note against the personal information stating the participant's concern regarding the information
- A written response will be provided within 14 calendar days, free of charge

## Personal Information Management Procedures

### Request for Access to Personal Information Records Procedure

Participants or third parties may at any stage request access to personal information records held by Aspen Medical Training Academy. When such a request is made, the below procedure will be followed:

The participant or the third party requesting the personal information must submit their request in writing to [training@aspenmedical.com](mailto:training@aspenmedical.com). The written application should provide the following information:

- Proof of identity
- Details regarding the specific information access being requested
- This information can be submitted using the RTO's Records Access or Update Request Form

Once the Records Access or Update Form is received, Aspen Medical Training Academy staff will:

- Authenticate the proof of identity documentation
  - The minimum amount of personal information needed to establish a participant's identity will be to sight documents that record an individual's name, date of birth, last known address and signature (ex. drivers licence or passport, Medicare card).
  - Visual identification using the photograph on a drivers licence or passport
  - A scanned photocopy of these documents, signed by a Justice of the Peace, will be accepted by email or post if the applicant cannot visit the RTO in person
- Confirm that the participant or the third party requesting the information is appropriately authorised to receive the requested information
- Access the participant's records to confirm that the information is available for retrieval

If requesting access to personal records:

- If the information is digital, snips/screenshots will be taken and then collated
- If the information is stored as a hardcopy, photocopies will be taken and then collated
- Ensure that access to the requested personal information is provided to the applicant within 30 calendar days from the receipt of the Records Access or Update Form
- Provide access to the personal information in the specific manner or format requested by the participant, wherever it is reasonable and practicable to do so, free of charge. If the



requested format is not practicable or available, the RTO will consult with the applicant to determine an acceptable format

If updating personal records:

- Update the personal information records as requested by the applicant
- Ensure that action to update the personal information is taken within 14 calendar days from the receipt of the Records Access or Update Form
- Provide notification to any third parties such as VET authorities or employers regarding the corrections made to personal information if this information was previously provided to these parties.

If the identity of the participant or third party cannot be authorised or confirmed, or there is another valid reason why Aspen Medical Training Academy is unable to provide the personal information, Aspen Medical staff will:

- Issue a Refusal to Provide Access to Records Notification
- Ensure that the notification documents any reasons for the refusal, along with information about the RTO's Complaints and Appeals policy
- Ensure that the Refusal to Provide Access to Records Notification is provided to the applicant within 30 calendar days from the receipt of the Records Access or Update Form free of charge

## Privacy Complaints Procedure

A participant who feels that Aspen Medical Training Academy has breached its obligations in the handling, using, or disclosing their personal information, shall have access to the RTO's complaints and appeals procedure.

During the initial stage of any complaint (or feedback), the participant will be encouraged to communicate directly with Aspen Medical Training Academy's relevant operational representative to try and resolve the matter informally. If the participant is dissatisfied with the response, they may then initiate a formal complaint.

If a formal complaint is lodged, Aspen Medical staff will:

- Ask the participant to submit their complaint in writing to [training@aspenmedical.com](mailto:training@aspenmedical.com); providing a detailed description of their concerns
- Investigate and validate the complaint
- Provide a formal, written response to the participant, within 30 calendar days, detailing the investigative findings as well as any required reparative response or actions

If the participant is still not satisfied after considering the RTO's response, they may escalate their complaint directly to the Information Commissioner for investigation:

Office of the Australian Information Commissioner: [www.oaic.gov.au](http://www.oaic.gov.au): Phone 1300 363 992

When investigating a complaint, the OAIC will initially attempt to resolve the complaint before considering other complaint resolution powers' exercise.

Alternatively, if the complaint relates to training matter, the participants can choose to lodge their complaint with the ASQA complaints handling service for complaints against RTOs:

Australian Skills Quality Authority: [www.asqa.gov.au](http://www.asqa.gov.au): Phone: 1300 701 801

## Related Documents / Resources

- Aspen Medical Complaints and Appeals
- Privacy Act 1988
- 13 Australian Privacy Principles (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.
- National Vocational Education and Training Regulator Act 2011
- National Standards for RTOs 2015
- Aspen Privacy policy