



Marr Mooditj Training

Privacy Policy

Marr Mooditj Training Aboriginal Corporation

We are bound by the *Privacy Act 1988* (Cth) (**Act**) and the thirteen Australian Privacy Principles (**APPs**).

This Privacy Policy describes how we manage your personal information.

Personal information we collect and hold

We collect and hold personal information which enables us to deliver our education and training courses, and comply with our obligations as a Registered Training Organisation.

The types of personal information that we may collect from *students and prospective students* may include:

- name and contact details;
- age, date of birth and gender;
- billing and payment details;
- health information;
- racial or ethnic origin;
- criminal record;
- assessment results and progress reports; and
- notes of counselling or intervention strategies.

From other persons, we collect different types of personal information.

From our *employees*, for example, we collect personal information relevant to their roles, which may include:

- name and contact details;
- age, date of birth and gender;
- health information;
- criminal record;
- resume and written references;
- qualifications including transcripts and records of continuing professional development;
- employment letters, performance appraisals and action plans;

- payroll information; and
- screening documents such as working with children check, police clearances and driver's licence.

We may collect similar personal information from you if you are a *contractor*, depending on what you are contracted to supply to us.

How we collect and hold your personal information

We collect personal information in various ways; in most cases from you directly unless this would be unreasonable or impracticable. Ordinarily, we will ask you to complete forms, and provide additional information to us as needed from time to time.

We may also collect personal information about you from third parties if you have agreed that they can provide us with this information.

We take steps to protect the personal information we hold (whether in hard or electronic format) against loss, misuse, unauthorised access, unauthorised modification and unauthorised disclosure. We have security processes in place to secure database and server access, and we take steps to ensure that electronic data is backed up. Hard copy paperwork is stored in secure locations.

When we no longer require your personal information, we may securely destroy or de-identify your records in accordance with Australian laws.

Purposes for which we collect, hold, use and disclose your personal information

Where we hold personal information that was collected for a particular (primary) purpose we will ordinarily use or disclose it only for that purpose and not for any other (secondary) purpose *unless* you have consented, or we are otherwise permitted or required to do so under the APPs, the Act, or another law.

The personal information that we collect is mainly used in connection with the delivery of our training programs.

- For example, we collect personal information from *students* for purposes such as assessments, development and implementation of policy and procedure, risk management, program and assessment validation, and moderation.
- If you are an *employee or contractor*, we use your personal information for the purpose of managing and administering your role, and/or the duties or services you perform.

The purposes for which we may disclose personal information could include compliance with our statutory obligations, quality indicator reporting, and various other data reporting. We will also disclose your personal information if properly directed to do so by an appropriate government, regulatory or statutory body (including a court or tribunal).

Accessing your personal information

You have the right to access the personal information that we hold about you. You may contact us in writing, by email, or by telephone to request access to your personal information. Our contact details are set out later in this policy. We will always endeavour to meet your request within a reasonable time.

In some circumstances, your request for access may be denied – in which case we will give you written reasons. Relevant circumstances could include:

- if we no longer hold any personal information about you;
- if your request is frivolous or vexatious;
- if the information requested relates to existing or anticipated legal proceedings and would not ordinarily be disclosed as part of those proceedings; and
- if providing access would be unlawful, or the denying of access is required or allowed by law.

We may charge you a reasonable fee for access to some types of information, limited to an amount to recoup our costs. Charges may include document retrieval, photocopying and delivery costs. **Correcting your personal information**

It is important that the personal information we hold is accurate, up-to-date, and complete. You will need to provide us with any changes to your personal information (including change of address, name, and telephone number) to enable us to update your records.

We will take steps to ensure your personal information is correct and up to date by:

- reminding you to contact us if your information has changed; and
- amending our records when you inform us that your information has changed.

Overseas (cross border) disclosure

From time to time we may engage external service providers who are located overseas and/or who store information outside of Australia. For example, our data storage providers or web hosts may use servers, systems, and cloud computing facilities located outside of Australia. Whilst the use of overseas service providers will not always involve a disclosure of personal information, by providing us with your personal information, you consent to the possibility that it may be stored on overseas servers.

Prior to knowingly disclosing or allowing disclosure of personal information to overseas recipients, we will:

- take reasonable steps to ensure that the recipient does not breach the APPs; or
- seek to establish a reasonable belief that the overseas recipient is subject to protections which, overall, are at least substantially similar to those in the APPs (and which can be enforced).

We will, where practicable, update this policy from time to time to list the countries in which any overseas recipients are likely to be located.

Please contact us if you do not want us to disclose your information to overseas recipients.

If in the future our cross-border disclosure practices change, this will occur only in accordance with the requirements of the Act and the APPs.

Further information and resolving your concerns

You can contact us during our office hours if you have any questions, concerns or complaints about this policy or the way in which we collect, store, or disclose your personal information.

We will always endeavour to respond to you and address your questions, concerns, or complaints within a reasonable time. Please note that any complaint should be in writing.

If we are unable to resolve a complaint with you directly, you may consider making an external complaint.

This policy is available on our website. You can also contact us and request that we send you a copy by mail or email.

Our contact details are set out below:

Contact person: The Chief Executive Officer, Margaret Shaw

Telephone number: 08 9351 9344

Office address: 295 Manning Road, Waterford, WA, 6152

Postal address: PO Box 1030 Bentley Delivery Centre

Email address: reception1@marrmooditj.com.au

Direct marketing

Like many businesses, marketing is important to our ongoing success. We like to stay in touch with students and prospective students to let them know about new opportunities. We may provide you with information about new courses which may be of interest to you.

We will not disclose your personal information to third parties for marketing purposes without your consent.

You may opt out at any time if you no longer wish to receive marketing messages from us. You can make this request by unsubscribing from all future marketing messages by following the unsubscribe link included in our marketing material or by contacting our Privacy Officer.