

Riverina Community College (RCC) is dedicated to safeguarding the privacy of personal information collected, held, and administered by the organisation. Personal information refers to data that directly or indirectly identifies an individual. This document establishes guidelines for RCC in managing privacy and confidentiality matters.

## **Commencement**

The commencement date of this Policy is 1<sup>st</sup> March 2024. It replaces all other Privacy Policies, whether written or not.

## **Application:**

This Policy applies to all employees, agents, and contractors (including temporary contractors) of RCC, collectively referred to herein as 'employees', as well as clients and students. Its scope extends beyond the workplace and encompasses all activities and locations related to RCC functions.

## **Policy**

RCC is committed to meeting its legal requirements to protect the privacy of client and employee information. In providing services to the community and as a contracted service provider for the State and Commonwealth Governments, RCC will abide by the Privacy Act 1988 including the 13 Australian Privacy Principles (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012. RCC collects a range of information in order to deliver services to our clients and to meet our contractual obligations. Personal information is collected as part of employee recruitment, selection and employment. This information will be used solely for the purpose for which it was collected.

RCC will

- Collect only information which the organisation requires for its primary functions
- Ensure that stakeholders and clients are informed as to why we collect the information and how we administer the information gathered
- Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent or as required by law
- Store personal information securely, protecting it from unauthorised access; and
- Provide stakeholders and clients with access to their own information, and the right to seek its correction in compliance with the Freedom of Information Act 1982

This policy recognises that RCC and its employees are obliged to adhere to all relevant legislation.

## **Purposes for information collection, retention, use and disclosure:**

RCC retains a record of personal information about all individuals with whom we undertake any form of business activity. RCC is required to collect, hold, use and disclose a wide range of personal and sensitive information on participants. RCC is bound by various State Government Acts requiring information collection, use and disclosure. These include Education Act(s), Vocational Education and Training Act(s) and Traineeship and Apprenticeships Act(s) relevant to state jurisdictions of RCC's operations. Aligned with these legislative requirements, RCC delivers services through a range of Commonwealth and State Government funded contracts.

## **Types of Personal information collected and held:**

The following types of personal information are generally collected, dependant on the service being provided or delivered, and may include

- contact details,
- employment details
- educational background
- demographic information,

Riverina Community College- RTO Code 90133

Date: 1/3/2024

Version- 5

Document Name: WHO:241007\_POL\_Who\_Privacy Policy

- course progress and achievement information,
- financial information.
- Other sensitive information may also be collected and held including identity details, employee details, complaints, disability and/or other individual needs, indigenous status
- background checks (such as National Criminal Checks or Working with Children Checks).

### **How personal information is collected:**

RCC's usual approach to collecting personal information is direct collection from the individual concerned and may include the use of forms (such as registration forms, enrolment forms or service delivery records) and the use of web-based systems (such as online enquiry forms, web portals or internal operating systems). Individual consent is gained prior to the collection of information.

RCC does receive solicited and unsolicited information from third party sources in undertaking service delivery activities. This may include information from such entities as Governments (Commonwealth, State or Local), Australian Apprenticeships Support Network, employers (and their representatives), employment services providers, schools, guardians; and service providers such as credit agencies and background check providers (Office of Children and Guardian and NSW police) .

### **How personal information is held:**

RCC approach to holding personal information includes robust storage and security measures at all times. Information is stored in secure locations, with security access to offices and storage facilities or is converted and stored electronically in password protected systems. IT systems are hosted both internally and externally with rigorous security to physical server locations and server systems access. Virus protection, backup procedures and ongoing access monitoring procedures are in place for internal systems.

### **Retention and Destruction of Information**

RCC maintains a Record Retention Schedule with documented periods for which personal information records are kept. This is based on legal and contractual requirements for document retention.

### **Accessing and seeking correction of personal information:**

All individuals have a right to request access to their personal information held and to request its correction at any time. Corrections and access to personal records should be completed in writing and an RCC representative should confirm the identity of the individual by asking security questions.

### **Collecting person Identification:**

RCC is required to collect several personal identification records for delivery of programs. We are authorized to deal with only individuals who have correctly identified themselves. There are instances where Identification is a requirement of participation in training, is this is the case, and the person wishes to remain anonymous training may be declined.

### **Dealing with unsolicited personal information**

RCC may at times receive information that is unsolicited. Where this occurs RCC will review the information to decide if the information would have been collected for a business activity. If the information is decided that it could be used for a business activity this information may be held use and disclose the information. If this information could not have been collected for business purposes this information will be destroyed.

### **Notification of collection of information**

Wherever RCC collects personal information we will take reasonable steps to notify the individual. Notification occurs at or before the time of collection of information. Where possible RCC will confirm the persons understanding of the collection and use of person information.

### **Use of Disclosure of person information**

Information will only be used for the sole purpose it was collected for. RCC will inform the person of the use of information prior to collecting. RCC employees will not sell disclose or distribute personal information to any third party that they are not contractually obliged to do so.

The only exemption to the above rule is in the information relating to disclosure for law enforcement or public or individual health and safety.

Where information has been shared a note will be made against individual records.

### **Security of personal information**

RCC ensures safety of person data throughout access restrictions, employee training, lockable filing areas, secure offices and clear filing archiving and destruction procedures.

All RCC employees will adhere to a clear desk clear screen approach.

### **Breach of This Policy:**

Employees are required to adhere to this Policy at all times. Breaches may result in disciplinary action determined by the severity and circumstances of the breach. Disciplinary actions could include counselling, formal warnings, demotion, suspension, or termination of employment. Agents or contractors of RCC found in violation may have their contracts terminated or not renewed.

### **Review of this policy:**

- RCC reviews this policy on an ongoing basis or as suggestions or issues are raised
- Every 2 years
- As a component of each and every complaint investigation process where a complaint is raised in relation to a breach of privacy

### **Compliance:**

This Privacy Policy, along with related procedures, ensures compliance with relevant legislation and regulations, including but not limited to:

- National Vocational Education and Training Regulator Act 2011 (Cth.)
- Standards for Registered Training Organisations (RTOs) 2015 (Cth.)
- Smart and Skilled Operational Guidelines 2024
- Privacy Act 1988
- Freedom of Information Act 1982

### **More Information:**

For clarifications regarding this Policy, employees should consult the Operations Manager.

### **Review and Update:**

This Consumer Protection Policy is subject to periodic review to ensure its ongoing relevance, effectiveness, and alignment with regulatory requirements.