

Privacy Policy

Purpose

This Policy explains how Saltera Group protects and manages privacy of staff, clients and customers.

Scope

This Policy applies to all managers, officers, workers and contractors of Saltera Group. This Policy also applies to students enrolled in the Registered Training Organisation (RTO) of Saltera Group, training courses or qualifications.

Policy Statement

Saltera Group is committed to protecting the confidentiality and privacy of its staff, contractors, and clients and, as such, is intent on complying with the Privacy Act 1988 (Cth) and the subsequent Privacy Amendment (Enhancing Privacy Protection) Act 2012 (the Act) which came into effect on 12th March 2014. It is thus the policy of Saltera Group to comply with the Australian Privacy Principles (APPS) set out in the Act. Saltera Group will also comply with the National VET Data Policy that came into effect on 1 January 2018.

What personal information do we collect & release, how and why do we need it?

Saltera Group collects and releases, in the normal course of business, information relating to its own staff, contractors, customers and students.

Staff and Contractors

Saltera Group collects and releases information about its staff and contractors which a business of this type would normally be expected to collect. This includes but is not limited to resumes, qualifications, medical information, (in the case of some concessional students), financial records and performance reports, (including Language, Literacy and Numeracy testing). Information is collected and released in the normal course of business.

Students

To enable us to fulfil our responsibilities as a Registered Training Organisation (RTO), Saltera Group will collect, use, store, and disseminate personal information, as defined by the **Privacy and Personal Information Protection Act 1998**, in a manner consistent with the Information Protection Principles contained within that Act and those requirements as outlined in the Data Provisions of the VET Quality Framework NVR Standards for RTOs, including all data required for AVETMISS and other required reporting. Student information is collected in various ways, including enrolment forms, assessment records and contact forms.

Saltera Group protects personal information about students from misuse or loss. Only staff who require student information to provide services or to process information are permitted access.

Personal information is stored in hard copy documents and/or in Saltera Group's records management system. We maintain regular security checks to ensure the confidentiality of the information.

When student information is collected from someone other than the student i.e. employer, the student will be notified and advised of the circumstances for the collection.

Information is released to authorised parties in person, in writing, by telephone, by fax, by email and by reports. This information may be released to the student themselves, employers, and government agencies. Should information be required to be released to an additional source, who has previously not been nominated, consent is sought from the individual.

Who will see or have access to personal information?

Student related reports we generate from personal information, combined with information gathered, are forwarded to the authorised parties and copies are forwarded to employers and the student, unless permission to do so has been restricted or revoked. Students may be entitled to receive a copy of the information in some circumstances.

Unless we are required to provide personal information to others by law, by court order or to investigate suspected fraud or other unlawful activity, personal information gathered will only be seen or used by persons working in or for Saltera Group and on a strictly 'need to know' basis. That is, unless the information is directly related to the reasonable completion of their duties, such information will not be disseminated.

Our information systems and files are kept secured from unauthorised access and our staff and contracted agents/ service providers have been informed of the importance we place on protecting privacy and their role in helping us to do this, and are contractually bound to honour such privacy.

Website Tracking

We do not obtain any information about who visits our website or track their activity.

Offshore Data Collection

We do not send or receive any personal data from any individual or organisation located offshore.

Maintenance of Records

Once data that has been collected and stored is no longer required, it will be securely destroyed. Saltera Group has legal obligations to retain some data for extended periods and that is stored in a secure, encrypted form with strictly limited access.

What if a person wants to check what personal information is held about them?

Subject to any legal restrictions, Saltera Group is willing to advise any person, internal or external to the company, on what personal information we hold about them if such a request is made. For non-employees or students there may be some cost to the party in our providing this information if the request is complex or requires detailed searching of our records.

If a party believes there are errors in our records, they are encouraged to let us know so we may investigate and correct any inaccuracies.

All requests for copies of information or files must be submitted in writing to:

*The Chief Executive Officer
Saltera Group
5/43 Taree St
Burleigh Heads QLD 4220*

Please allow 21 working days for information to be provided.

What if a person has a complaint about the handling and collection of their personal information? A complaint about information privacy indicates Saltera Group's procedures, staff or quality of service associated with the collection or handling of personal information will be investigated. Saltera Group will be efficient and fair when investigating and responding to information privacy complaints.

Further information

If any person would like further information on our Privacy Policy or if there are any concerns over the privacy protection of the information given to us or that we have collected from others, please contact Saltera Group on 1800 651 134.