

## Privacy Policy

In accordance with the Privacy Act 1988 (as amended by the Privacy Amendment (Private Sector) Act 2000) (Commonwealth), the Information Privacy Act 2000 (State) and the Health Records Act 2001 (State) **Victorian Group Training Co Ltd** is required to comply with the 10 National Privacy Principles (NPPs), the 10 Information Privacy Principles (IPPs) respectively.

**Victorian Group Training Co Ltd** takes its privacy obligations seriously and will seek to take all reasonable steps in order to comply with privacy legislation in order that we can protect the privacy of the personal and health information that we hold. This policy sets out how we intend to do so. Where any difference exists between privacy legislations, any other legislation or any other lawful requirement, the legislation or other lawful requirement with the strongest application is to be applied.

### **NPP1, and IPP1 – Collection**

**Victorian Group Training Co Ltd** collects personal and/or health information from both individuals and third parties. Whenever such information is collected it will always be for one or more of our functions or purposes; it will only be collected by lawful and fair means; it will not be collected in an unreasonably intrusive way; and will only be collected in accordance with any other requirement under the relevant privacy principle/s.

The types of personal and/or health information we may collect, generally, are as follows:

**The type of information collected by Victorian Group Training Co Ltd regarding individuals generally includes the following:**

Names;  
Addresses (including email addresses);  
Telephone and facsimile numbers;  
Date of Birth;  
Occupation;  
Gender;  
Education;  
Details about next of kin including spouse and children's names;  
Membership and professional associations;  
Social interests.

**Victorian Group Training Co Ltd** collects personal and/or health information for a number of different primary purposes, which have been identified as follows:

Potential employees;  
Existing and new contacts  
Recruitment for Host Employers  
ATO  
WorkSafe and or agent  
Superannuation Insurance

On any occasion of personal and/or health information being collected it will only be for one of these primary purposes, which will be identified in the collection statement (as required by NPP 1.3, IPP 1.3 and for which reasonable steps will be taken to provide such information to the individual.

#### **NPP2, and IPP2 Use and Disclosure**

**Victorian Group Training Co Ltd** will only use and disclose personal and/or health information for the primary purpose for which it was collected, or for a secondary purpose (where that secondary purpose is related to the primary purpose) when the requirements, as detailed in the privacy principles, for the use or disclosure of that personal and/or health information for a secondary purpose can be met. Generally this will mean;

- the individual will have a reasonable expectation that **Victorian Group Training Co Ltd** may use and/or disclose such information for the secondary purpose; or
- the individual, or if unable, their authorised or legal representative, has consented; or
- such use and/or disclosure is required, authorised or permitted under law, or for lawful action, or for the prevention of unlawful activity; or
- the use and/or disclosure is for statistical purposes; or
- the use and/or disclosure is necessary to lessen or prevent a serious and imminent threat to the life, health, safety or welfare of an individual or the public; or

**Victorian Group Training Co Ltd** may usually disclose personal and/or health information to:

Any law that requires the particular information to be collected; and  
The main consequences (if any) for the individual if all or part of the information is not provided.

**Victorian Group Training Co Ltd** will ensure that personal and/or health information will only be used or disclosed for a secondary purpose when it can be demonstrated that there is a relationship with the primary purpose.

#### **NPP3 and IPP3 – Data Quality**

**Victorian Group Training Co Ltd** will take all reasonable steps to ensure the personal and health information it collects, uses, holds and discloses is accurate, complete, up to date and relevant. We will do this by;

- verifying the accuracy, completeness and relevance of personal and/or health information when it is collected; and
- maintaining the accuracy, currency, completeness and relevance of the personal and health information we hold by:
  - If it is reasonable and practical to do so, **Victorian Group Training Co Ltd** will collect personal information about an individual only from that individual. If however this information is collected from someone else, **Victorian Group Training Co Ltd** will act reasonably to ensure the individual is or has been made aware of the matters listed above, unless certain exemptions apply.

#### **NPP4 and IPP4 – Data Security and Data Retention**

**Victorian Group Training Co Ltd** will take reasonable steps to ensure the personal and health information we hold is protected from misuse and loss, and from unauthorised access, modification or disclosure. We will do this through:

- the provision and use of lockable storage facilities for paper based records;
- the provision and use of appropriate security measures for electronic records, including firewall and password protection

- the maintenance of appropriate physical security measures for **Victorian Group Training Co Ltd** offices and facilities; and
- restricting employee access to personal and health information on a “need to know” basis

Much of the personal information held by **Victorian Group Training Co Ltd** is required to be kept for 7 years under contractual or legal requirements. Nonetheless, we will take reasonable steps to ensure that personal and/or health information we hold, which is no longer required, including under any contractual or legal requirement, is destroyed or de-identified in a secure manner.

### **NPP5 and IPP5 – Openness**

**Victorian Group Training Co Ltd** will be open in how it manages the personal and health information it collects. It will do so by having in place a publicly available statement setting out how personal and health information is handled and through the establishment of this privacy policy, which will be made available to an individual if requested.

### **NPP6 and IPP6 Access and Correction**

Upon request, **Victorian Group Training Co Ltd** will provide individuals with access to their personal and/or health information, unless one of the exceptions which requires or allows access to be refused, as set out in the respective privacy principles, is exercised.

Such exceptions apply generally as follows:

- providing access would pose a serious threat to the life or health of any individual;
- providing access would have an unreasonable impact on the privacy of another individual;
- for personal information, the request for access is frivolous or vexatious;
- for health information, the request is unreasonable and repeated, with access to the same information having previously been provided
- there are considerations with regard to legal proceedings which are underway, being investigated or anticipated
- providing access would be unlawful

Any request for access made to **Victorian Group Training Co Ltd** is to be made in writing. Individuals requesting access will be required to establish their identity, and if a third party legally able to request access on behalf of another individual, the bona fides of their right to be provided with access.

For requests for access to personal information, access will be provided within 14 days for simple requests and 30 days for more complicated requests. For requests for access to health information, access will be provided within 45 days. If a request for access is refused, the individual will be advised in writing of the reason for refusal, and the same timeframes will apply.

For access to health information, the individual may request the way in which they wish access to be provided. **Victorian Group Training Co Ltd** will endeavour to provide access in the manner requested, whenever reasonably possible.

**Victorian Group Training Co Ltd** may charge an individual for providing them with access. Should such a charge be levied for access to personal information it will be done so on a “cost recovery basis” only. Should such a charge be levied for access to personal information (under the IPPs) or health information, the charge applied will be in accordance with the schedule of charges set from time to time by the State Privacy Commissioner or Health Services Commissioner, as applicable. If possible, individuals will be informed at the time of making a request for access if a charge will be applied and an estimation of those charges.

If an individual identifies that the information **Victorian Group Training Co Ltd** holds on them is inaccurate, incomplete, misleading or not up to date, they may request that information be corrected. **Victorian Group Training Co Ltd** will then make all reasonable effort to correct the information, unless we are not willing to correct it. Should we not be willing to correct the information, written reasons for refusal will be provided to the individual. In such a

circumstance the individual may request an appropriate notation be appended to the information that was sought to be corrected.

Requests for access or correction of personal or health information are to be made to:

Andrew McCarthy, General Manager  
111-113 Bromfield Street, Colac Vic 3250      Ph: 1300 158 100

### **NPP7and IPP7 – Identifiers**

It is necessary for **Victorian Group Training Co Ltd** to adopt identifiers for the personal and health information we hold, however we will not adopt as an identifier any identifier assigned by a commonwealth or state agency.

### **NPP8 and IPP8 - Anonymity**

Wherever lawful and practicable, **Victorian Group Training Co Ltd** will provide individuals with the option of being provided with a product or service by us on an anonymous basis.

### **NPP9 and IPP9– Transborder Data Flows**

Under the NPPs **Victorian Group Training Co Ltd** will not disclose an individual's personal information to an organisation or individual outside Australia unless, generally, the country to which it is being disclosed has a similar level of privacy protection or the individual, or their authorised or legal representative, has consented to the disclosure.

Under the IPPs and HPPs we will not disclose an individual's personal and/or health information to an organisation or individual outside Victoria unless, generally, the state or country to which it is being disclosed has a similar level of personal information and health records protection or the individual, or their authorised or legal representative, has consented to the disclosure, or the disclosure is required by law.

### **NPP10 and IPP10 – Sensitive Information**

**Victorian Group Training Co Ltd** will not seek to collect sensitive information unless there is a requirement to collect such information and, generally;

- the individual has consented to such collection; or
- the collection is required by law; or
- the collection is necessary to prevent or lessen a serious and imminent threat to the life or health of any individual

Furthermore, **Victorian Group Training Co Ltd** will not disclose any sensitive information without the consent of the individual.

### **Complaint Resolution**

Should an individual, or their authorised or legal representative, have a complaint regarding our privacy practices or wish to make a complaint about how their personal and/or health information has been managed they should in the first instance contact the General Manager Andrew McCarthy on 1300 158 100. Any complaints received will be handled in accordance with our Privacy Complaints Policy.