

Privacy and Personal Information Policy

New Era Institute is a Registered Training Organisation with responsibility for delivering vocational education and training. New Era Institute collects and stores personal information on our students and industry clients. New Era Institute complies with the *Privacy Act 1988* (the Act). This policy describes how New Era Institute collects, manages, uses, discloses, protects, and disposes of personal information in accordance with the thirteen Australian Privacy Principles (APPs) outlined in Schedule 1 of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

Definitions

Under the *Privacy Act 1988* and *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (s6(1)), personal and sensitive information is defined as follows:

- Personal information: “information or an opinion about an identified individual, or an individual who is reasonably identifiable: (a) whether the information or opinion is true or not; and (b) whether the information or opinion is recorded in a material form or not.”
- Sensitive information: “(a) information or an opinion about an individual’s: (i) racial or ethnic origin, or (ii) political opinions, or (iii) membership of a political association, or (iv) religious beliefs or affiliations, or (v) philosophical beliefs, or (vi) membership of a professional or trade association, or (vii) membership of a trade union, or (viii) sexual preferences or practices, or (ix) criminal record, that is also personal information; or (b) health information about an individual; or (c) genetic information about an individual that is not otherwise health information; or (d) biometric information that is to be used for the purposes of automated biometric verification or biometric identification; or (e) biometric templates”.

Authority to collect and store information

New Era Institute is an approved Registered Training Organisation by the Australian Skills Quality Authority. This registration is issued under the authority of the *National Vocational Education and Training Regulator Act 2011*. This legislation requires New Era Institute to collect personal and sensitive information from its students. This requirement is specified in the *Data Provision Requirements 2011* which is one of five legislative instruments that New Era Institute must comply with as a condition of its registration.

The data provision requirements require New Era Institute to collect data from students in accordance with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS). This is a complex information standard that defines information about who the student is, where the training is delivered and

what they are studying. The Standards for Registered Training Organisations require New Era Institute to retain and store this information for up to 30 years and to report training activity to government agencies in accordance with mandatory reporting requirements.

Together these requirements form a statutory obligation to collect, store and report information of any student participating in nationally accredited training. The publications referred to in this section can be accessed from the ASQA website.

Collection and use

New Era Institute collects personal information, either directly or indirectly, that is reasonably necessary for, or directly related to its delivery of the services it offers. Some of the information collected may be regarded as 'sensitive' as defined by the Act.

Solicited information

Contact information such as name, organisation, position, address, telephone, and email are collected for marketing, support services, mandatory reporting and for communicating with stakeholders as part of our day-to-day operations.

In addition to information collected relating to training activity, New Era Institute will also collect, store and report information relating to satisfaction surveys, complaint handling, and on our host services.

Names, addresses, phone numbers, emergency contact details, bank account details and other employment related information is collected from employees for the purpose of managing human resources. The management of staff personal information complies with this policy.

Collection methods

Student personal and sensitive information as well as training activity information is prescribed by the AVETMIS Standard. This information is collected directly from our students using enrolment forms which may be paper based or electronic and other administrative forms including, but not limited to, complaint forms, recognition application, request for refund, transfer application. Much of this information is entered into our student management system called "RTO Data". The hard copies of records are filed in individualised folders and stored in the student file management room.

Survey responses are collected using our Employer and Learner Satisfaction Surveys which are issued both in hard copy and electronic format. These survey results are returned to the main office and entered into our survey analysis software "Satisfaction

Data". Survey forms once entered into Satisfaction Data are either destroyed if hard copy or permanently deleted if in electronic form.

Enquiry information from prospective students including personal contact information is collected directly from individuals who make enquiries either by telephone, email, in person or via www.newerainstitute.edu.au

Personal information is collected from individuals on enrolment.

Sensitive information

Personal information collected by New Era Institute that may be regarded as 'sensitive' under the Act includes:

- 'Disability' and 'long-term impairment status' (health); 'proficiency in spoken English', 'country of birth' (implies ethnic/racial origin). This information is specified in the AVETMISS data elements and is collected for the national VET data collections, national VET surveys, and may be collected for VET-related research.
- 'Dietary requirements' (health-related) are collected for event catering purposes only.
- Biographical information, which may contain information on 'affiliations' and 'membership of a professional or trade association' are obtained from key note speakers for event marketing purposes.
- 'Memberships of professional associations' and 'health and work injury information' is collected from New Era Institute's employees for HR management purposes.

Direct marketing

New Era Institute respects an individual's right not to receive marketing material, and provides an option within communications for individuals to unsubscribe from receiving marketing material. New Era Institute conducts its marketing communications and dissemination of service information in accordance with Australian Privacy Principle 7 (Direct marketing), the *Spam Act 2003* (in respect of electronic communications), and the *Do Not Call Register Act 2006*. It is not, however, New Era Institute's practice to 'cold call' for the purpose of marketing its products and services.

Google Analytics and cookies

Google Analytics is a web service provided by Google Inc. Cookies are used to generate data on website activity and usage. The cookies, which include IP addresses, are transmitted to and stored in Google servers in the United States where they are used to compile web-use reports. Google may transfer this information to third parties,

where required by law, or for information processing on its behalf. Google will not associate IP addresses with any other data held by Google. More information on Google's privacy policy can be found at: <https://www.google.com.au/intl/en/policies/privacy/>. It is possible to disable cookies by adjusting web-browser setting and to opt-out of Google Analytics (<https://tools.google.com/dlpage/gaoptout>). Doing so, however, may affect web-site functionality.

New Era Institute's web servers automatically log information such as server address, date and time of visit and web pages accessed. No personal information is recorded. These logs are used for website management and improvement.

Unsolicited personal information

If New Era Institute should receive unsolicited personal information, it will be treated and managed according to the Australian Privacy Principles.

Notification of collection

New Era Institute aims to notify individuals of the collection of their personal information before, or at the time of collection, or as quickly as possible thereafter. Notifications are usually in writing, but may be verbal by telephone.

Marketing – notification is provided on our website. Individuals are also notified at the time of collecting personal information for events. A privacy notice is provided in all of New Era Institute's marketing communications.

- Quality Indicator surveys – notification is provided in the letter of invitation to participate in the surveys and also at the time of collecting the information (online or by telephone).
- New Era Institute staff – Notification is provided on employment commencement.

Disclosure of personal information

New Era Institute does not disclose personal information other than for the purpose for which it was collected, or an individual has consented to a secondary purpose, or an individual would reasonably expect this (such as receiving communications about upcoming events), or if required by law.

New Era Institute may share personal information with the Commonwealth government in accordance with Commonwealth contractual obligations. In these circumstances New Era Institute will take reasonable steps to inform and seek consent from the individuals concerned and take all reasonable steps to ensure that the

recipient handles the personal information according to the Australian Privacy Principles.

New Era Institute does not sell its mailing lists to third-parties for marketing purposes.

New Era Institute does not disclose personal information to overseas recipients. While People around the world can access material published on our website, no statistical or research publications contain identifiable personal information.

Management of personal information

New Era Institute endeavours to ensure the personal information it collects and uses or discloses is accurate, up to date, complete and relevant. New Era Institute routinely updates the information held in RTO Data. This includes confirming with students who are returning for a new enrolment if their personal contact details have changed.

Access to and correction of personal information

Individuals may, subject to the exceptions prescribed by the Australian Privacy Principles,

request access to and correction of their personal information where this is collected directly from individuals by New Era Institute.

New Era Institute does not charge for giving access to or for correcting personal information. Requests for access to or correction of personal information should be made in accordance with the *Student Access to Records Policy*.

Information retention and disposal

Personal information is held in electronic and paper format:

- Information collected from student enrolment forms and survey responses is held in databases.
- Names and contact details of stakeholders are held in RTO Data and email contact lists.
- Names and contact details collected during the delivery of services may be held either in electronic form in New Era Institute's document management system or in paper documents which are locked in cupboards and filing cabinets.
- Personal staff information is held in RTO Data, personnel files and payroll software.
- Backup copies of all electronic files held in New Era Institute's systems are kept in the event of system failure/loss. All backup copies of system files are secured.

New Era Institute may retain personal information for up to 30 years. When personal information is no longer necessary for New Era Institute's business functions, and it is lawful to do so, New Era Institute will destroy the information.

Information security

New Era Institute takes active steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure.

- New Era Institute's systems and internal networks are protected from unauthorised access using appropriate technologies. Most system data transferred over the internet is protected by Secure Socket Level protocol (SSL). The inherent risks associated with data transmission over the internet are, however, commonly acknowledged. Individuals, who do not wish to provide their personal information via the online website forms have the option of mailing this information to New Era Institute.
- Access to RTO Data is protected through user log-on and password, and assignment of user access rights.
- Third-party providers that may be used by New Era Institute for the delivery of services are all located within Australia and are required to be compliant with the Australian Privacy Principles and offer appropriate safeguards to protect personal information.
- New Era Institute premises and data storage systems are fully secured. New Era Institute practises clean-desk policy and locking workstations when working with personal information. Paper documents containing names and addresses are required to be locked away and shredded when destroyed. All hardware is properly 'sanitised' before disposal.

Complaints and concerns

Complaints or concerns about New Era Institute's management of personal information should be directed in writing to the CEO. Complaints received will be managed in accordance with the *Complaints Handling Policy*.

The following procedure is from the *Complaints Handling Policy*:

- The handling of a complaint is to commence within **seven (7) working days** of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant is to be provided a written response to the complaint, including details of the reasons for the outcome. A written response must be provided to the complainant within **fourteen (14) working days** of the lodgement of the complaint.



- Complaints must be resolved to a final outcome within **sixty (60) calendar days** of the complaint being initially received. Where New Era Institute Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint, the CEO must inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, New Era Institute should attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) calendar days is considered acceptable and in the best interest of New Era Institute and the complainant. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of **four (4) weekly intervals**.