

Privacy Policy

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Responsible Officer: Training Coordinator / RTO Manager

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Preamble

Century Training is committed to safeguarding the privacy and confidentiality of personal information collected from its staff, students, and other stakeholders. This policy outlines the principles and procedures regarding the collection, maintenance, and disclosure of personal information in accordance with privacy laws.

Rationale

This policy ensures compliance with State and National privacy standards, including:

- Information Privacy Act 2009 (IP) (Queensland)
- Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Commonwealth)

Century Training is committed to protecting the privacy and confidentiality of personal information and complies with these legislative requirements to uphold the trust and privacy of all individuals.

Principles

1. Collection of Personal Information

- Personal information will only be collected with the knowledge and consent of the individual.
- Personal information will be collected directly from the individual where possible, and if obtained from other sources, the individual will be informed.

2. Use of Personal Information

- Personal information will be used only for the purpose for which it was originally collected. It will not be used for any other purpose without the explicit consent of the individual.
- Century Training may use personal information for the purposes of delivering training programs, administrative tasks, and compliance with regulatory requirements.

3. Disclosure and Sharing of Information

- Personal information will not be sold, distributed, or shared with third parties without the individual's consent, unless required by law or regulation.
- Century Training will ensure that personal information is not disclosed to other state institutions or authorities except as required by law, such as reporting to regulatory bodies or for legal reasons.
- Demographic and statistical data will not be linked to any personally identifiable information.

4. Data Security and Protection

- Century Training is committed to protecting the privacy of individuals by implementing technology and security measures to safeguard personal information against unauthorized access, improper use, alteration, unlawful destruction, or accidental loss.
- Century Training employs appropriate administrative, physical, and technical security measures to protect personal data.

5. International Data Transfers

- Personal information collected or accessed by Century Training will not be transferred outside Australia unless required by law or with the explicit consent of the individual.

6. Access and Correction of Personal Information

- Individuals have the right to access the personal information held by Century Training. Access can be requested by providing photo identification. Individuals may also request corrections if they believe any personal information is inaccurate, incomplete, or out of date.

7. Breach of Privacy

- If Century Training becomes aware of any breach or suspected breach of personal information, it will notify the relevant privacy regulator, in accordance with the Information Privacy Act 2009 (IP).
- In the case of breaches relating to General Construction Induction Training Cards (GCIT), Century Training will notify the WHSQ (Workplace Health and Safety Queensland) Regulator.

8. Surveillance and Monitoring

- **CCTV Surveillance:** Century Training operates CCTV cameras at its premises to ensure the safety and security of staff, students, visitors, and contractors. This surveillance is continuous/intermittent and may be used for investigating incidents such as theft, damage to property, or breaches of company policy.
- CCTV footage may be provided to law enforcement authorities, such as the police or courts, where required.
- **Employee Computer Monitoring:** Century Training also monitors employee computer usage, including access to websites, emails, and other digital communications. This monitoring is conducted in accordance with the Computer and Email Use Policy and is intended to ensure compliance with company policies and prevent misuse of company resources.
- Computer surveillance may be continuous or intermittent, depending on the nature of the monitoring required.

9. Communication of Policy

- Century Training ensures that all individuals who interact with the organisation are aware of their privacy rights and the types of personal information that may be collected and how it will be used.

Other Policies Relating to This Policy

- Legislative Compliance Policy
- Administrative and Records Management Policy
- Client Servicing Policy
- Staffing Policy
- Computer and Email Use Policy

Procedures Relating to This Policy

1. Access to Records Procedure

This procedure outlines the process by which individuals can request access to their personal information held by Century Training, including the steps to verify identity and correct any inaccuracies.

2. Data Breach Reporting and Response Procedure

A procedure for managing potential or actual data breaches, including investigation, notification to affected individuals, and reporting to relevant authorities such as the Office of the Australian Information Commissioner (OAIC).

3. Privacy and Confidentiality Training Procedure

This procedure ensures that all staff members are trained in privacy obligations, security measures, and confidentiality expectations to protect personal information.

Conclusion

Century Training is committed to upholding the highest standards of privacy protection. By following these principles and procedures, we ensure compliance with the Information Privacy Act 2009 (IP) and the Privacy Amendment (Enhancing Privacy Protection) Act 2012 while safeguarding the personal information of our staff, students, and other stakeholders. We will continue to monitor our policies to ensure ongoing privacy protection and security.

This policy is supported by the following related policies:

- **Assessment Policy**
 - Outlines the principles and procedures for assessing student competency and issuing qualifications.
- **RPL Policy**
 - Defines the process for recognising prior learning in line with regulatory requirements and ensuring fair outcomes for learners.
- **Service Delivery Policy**
 - Ensures that the training services offered by Century Training align with industry standards and meet the needs of learners, including the qualifications issued.