

**PRIVACY**

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 Appeals Policy  
 Records Management Policy  
 Records Transfer When MUNICIPAL TRAINING Ceases Operations  
 Privacy Act 1988  
 11 Privacy Principles

DOCUMENTS : Authority to Exchange Information (Form)

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 CEO

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## PURPOSE

The purpose of the Privacy Policy is to ensure that all MUNICIPAL TRAINING employees, apprentice/trainees, contractors and stakeholders are aware of MUNICIPAL TRAINING policy and act within its guidelines.

## POLICY

It is the policy of MUNICIPAL TRAINING to assure the privacy of our employees, apprentice/trainees, contractors, Host Employers and stakeholders at all times.

It is the policy of MUNICIPAL TRAINING to gain written authority from employees, apprentice/trainees, contractors, Host Employers and stakeholders for the sharing or dissemination of information directly related to the provision of its services.

It is the policy of MUNICIPAL TRAINING meets its legislative and ethical responsibilities in line with the Privacy Act 1988 (amended by the Privacy amendment (Private Sector) Act 2000) and any amendments as may be enacted from time to time.

The only exception to the above is a requirement by law to provide evidence or where an individual's or MUNICIPAL TRAINING's duty of care legally requires the provision of that information i.e. Court Summons, or under Mandated Notification requirements.

## SCOPE

The scope of this policy encompasses all MUNICIPAL TRAINING activities, records, and documents that apply to employees, learners, contractors, Employers and other stakeholders.

## DEFINITION

Apprentices	: Individuals directly employed by MUNICIPAL TRAINING under a Contract of Training whether undertaking work for MUNICIPAL TRAINING or being hosted by an alternate employer.
Contractor	: Individual or entity engaged by MUNICIPAL TRAINING under contract to deliver specified work on its behalf e.g. Sessional trainer/assessor, OHS Specialist, Field Officer.
Employee	: Individual employed by MUNICIPAL TRAINING who is not employed under a Contract of Training and who works directly for MUNICIPAL TRAINING.
Employer	: Employer of Learners with MUNICIPAL TRAINING.
Privacy Act 1988	: Privacy Act 1988 (amended by the Privacy amendment (Private Sector) Act 2000) and any amendments as may be enacted from time to time.

**PROCEDURE**

**Protecting Personal Information**

MUNICIPAL TRAINING is committed to managing and protecting the personal information (such as name, address, date of birth, personal email address, etc) that all stakeholders share with us.

Implementation of this policy ensures that all stakeholders will have confidence that all personal information provided to MUNICIPAL TRAINING is solely used by the organisation within the guidelines of the Privacy Act 1988 and in an ethical and sensitive manner.

**The Collection, Use and Disclosure of Personal Information**

Persons using our websites may do so aware that the sites do not collect information of a personal nature from such visits.

Information submitted digitally to our organisation (i.e. electronic data, using an electronic form or application or by sending an email) is collected and used for the nominated purpose only.

MUNICIPAL TRAINING may also use personal information to manage our relationships with the individual stakeholder.

MUNICIPAL TRAINING acknowledges that individuals provide personal information to it on a voluntary basis to assist us to administer and provide quality service and outcomes on their behalf.

MUNICIPAL TRAINING will use contact details to assist in the administration of its services.

MUNICIPAL TRAINING will not disclose personal information to an external or third party without prior written consent from the individual. An instance where this may apply is where an apprentice/trainee or potential apprentice/trainee is referred for placement with a Host Employer.

Personal information will not be sold to anyone and will not be used for promotions independent of MUNICIPAL TRAINING.

If there is no longer any legitimate purpose for retaining personal information, and within Records Management Legislative compliance, it will be destroyed.

Examples of personal information MUNICIPAL TRAINING may hold are:

Name	Language spoken at home	Apprentice Results
Address	Email address	Educational Qualifications
Telephone Number	Photograph	Support services
Fax Numbers	Date of birth/age	Place of birth
Ethnic origin		

**Web links**

Persons visiting MUNICIPAL TRAINING’s web site are able to access various other sites by clicking on links that our organisation embeds within its site. Persons should

be aware that other sites may not be subject to the same privacy standards and procedures.

### **Changes to our Privacy Statement**

This information relates to MUNICIPAL TRAINING's current privacy policy and standards. MUNICIPAL TRAINING may vary its privacy standards from time to time. MUNICIPAL TRAINING will make public statements of any changes by publishing them on its website, [www.plumbingindustry.com.au](http://www.plumbingindustry.com.au) or via written notification to our stakeholders.

### **Privacy Policy Explanations**

MUNICIPAL TRAINING is committed to complying with the National Privacy Principles as set out in the Commonwealth of Australia Privacy Act 1988.

In compliance with the Privacy Act 1988, the following explanation has been developed detailing how MUNICIPAL TRAINING will meet the minimum standards for the collection, use and disclosure of personal information.

#### **1. Collection**

MUNICIPAL TRAINING will only collect personal information that is necessary to carry out legitimate activities. Information will be collected in a legal and just method and will not, where reasonably possible, be intrusive.

Personal information will only be collected from individuals.

When collecting personal information, MUNICIPAL TRAINING will take reasonable steps to ensure that the person is informed of:

- Our identity
- The purpose of collection
- Their rights to access Personal Information held by this organisation.

#### **2. Use and Disclosure**

MUNICIPAL TRAINING will only use or disclose information for the primary purpose (original reason for information being collected). MUNICIPAL TRAINING will not use or disclose information for a secondary purpose (any other purpose than the primary purpose) unless the individual has consented in writing to the use or disclosure.

MUNICIPAL TRAINING will provide reasonable opportunity for an individual to opt-out of any activity that will make use of their Personal Information.

#### **3. Data Quality**

MUNICIPAL TRAINING will take all reasonable steps to ensure that Personal Information is accurate, complete and up-to-date at the time of collection and use.

#### **4. Data Security**

MUNICIPAL TRAINING will take reasonable steps to ensure personal information is safe from misuse, loss, or unauthorised access, alteration or disclosure. Information

will be destroyed, or identifiers removed, when it is no longer needed for either the primary or approved secondary purpose or the required retention period set by Commonwealth and State legislation.

MUNICIPAL TRAINING will take reasonable steps to ensure the security of physical files, computers, networks and communications are maintained at all times.

#### 5. Openness

MUNICIPAL TRAINING will make available, on request, our Privacy Statement and Policy. We will also, on request and within reason, inform an individual of:

- What type of Personal Information we collect and hold;
- For what purpose;
- How it is collected;
- How it is used and disclosed.

#### 6. Access and Correction

If requested, MUNICIPAL TRAINING will give individuals access to and correction of their personal information held by this organisation. A copy of the policy and accompanying information will be available for perusal and download from our organisation's main website.

When requesting access to personal information, individuals will:

- Provide a formal written request for access to their personal information;
- Provide two (2) acceptable proofs of their identity;
- Advise what format they require the information;
- Provide data storage, if necessary;
- Pay any reasonable associated fees (MUNICIPAL TRAINING may need to charge for access to and copy of personal information);
- Allow 15 working days for processing (i.e. 3 weeks)

#### 7. Identifiers

MUNICIPAL TRAINING will not assume, as its own identifier of a person, an identifier that has been assigned by a Government agency or agent or a contracted service provider for a Commonwealth Contract. Note: A person's name or ABN number is not considered to be an identifier.

#### 8. Anonymity

Where it is legal and practical, MUNICIPAL TRAINING will make available to individuals options of not identifying themselves when entering into transactions with our organisation.

#### 9. Trans-Border Data Flow

MUNICIPAL TRAINING will not transfer personal information to a foreign company or organisation unless required to do so under relevant legislation and government

directives. Notification of such an information transfer will be provided to the individual concerned.

### 10. Sensitive and Health Information

MUNICIPAL TRAINING will not collect information that is of a sensitive nature unless prior permission has been sought from the individual and/or it is required under relevant Commonwealth and/or State legislation.

## RETENTION OF RECORDS

MUNICIPAL TRAINING is required by law to retain records relating to different aspects of its business for varying periods of time.

Refer Records Management Policy for detail of records retention.

## RECORDS TRANSFER

In the event that MUNICIPAL TRAINING ceases to operate either completely or by sale to another entity records will be transferred as per Records Transfer when MUNICIPAL TRAINING Ceases Operations Policy which ensures the continuance of confidentiality and privacy.

## QUESTIONS & CONCERNS

If you have any queries about the privacy and security practices for MUNICIPAL TRAINING, please contact the Group Training Manager.

If you believe that your personal information has not been dealt with in accordance with an information privacy principle you may make a written complaint to MUNICIPAL TRAINING. Your complaint should be addressed to:

CEO  
MUNICIPAL TRAINING  
PO Box 3122 Rundle Mall  
Adelaide SA 5000

Email: [Andrew@lka.net.au](mailto:Andrew@lka.net.au)

## COMPLAINTS

MUNICIPAL TRAINING has a fair, open and transparent complaints process which is accessible to all stakeholders. Please refer Complaints Policy for details of making a complaint.

### RESPONSIBILITIES

It is the responsibility:

- of the Induction Officer and/or employee supervisors and Field Officers to ensure that all employees and apprentice/trainees are conversant and understanding of the requirements of the Privacy Policy and Privacy Act 1988;
- of staff to ensure that their behaviour aligns fully with the Privacy Policy and Privacy Act 1988 at all times and that any breach of the policy or Act is reported immediately to the CEO;
- of Field Officers and Employers to ensure that Employers are aware of, have implemented an appropriate Privacy Policy within their business and conduct the recording of apprentice/trainee information in line with Privacy Principles.