

Privacy Policy

Purpose

KAL Multimedia Training (KAL) value's your privacy. As a result KAL has adopted the following Privacy Policy, which is applicable to all information that you provide to KAL, whether the information is provided through KAL's enrolment process, during your course or under the conditions of your employment. This policy is to support KAL compliance to the Australian Privacy Principles and the Privacy Act of 1988 (and the *Privacy Amendment (Enhancing privacy protection) Act 2012*. KAL is committed to ensuring the safety and integrity of the information it collects through its operations.

Scope

This policy relates to all private and sensitive information produced by or collected by the KAL

Australian Privacy Principles

The KAL follows the Federal Governments 13 Australian privacy principles (APP) derived from the *Privacy Act 1988* (and the *Privacy Amendment (Enhancing privacy protection) Act 2012*.

Privacy Principles

Australian Privacy Principals	Implementation at KAL	Explanation
1. Consideration of personal information privacy	Privacy Policy	KAL has a clearly published privacy policy on its website and available from its office on request. KAL also has guidance in its RTO manual about handling of information.
2. Anonymity and pseudonymity	N/a	As KAL is registered to Deliver Nationally recognized qualifications it is not possible for the student to not give their legal information like name and date of birth. KAL is required for legal reasons to gain correct information
3. Collection of solicited personal information	KAL is required to collect the relevant information that is on its employment and enrolment forms.	Any sensitive information collected is for either required legal statistical data or to assist the students on campus or in the workplace like relevant medical information.
4. Dealing with unsolicited personal information	N/a	Any information gained by KAL which is deemed to be unsolicited will be immediately destroyed.
5. Notification of the collection of personal information	KAL Employment and Enrolment forms	KAL only collects information provided by the individual
6. Use or disclosure of personal information	Privacy Policy	Please see the section of this policy in relation to the 'When will KAL Disclose my information'
7. Direct Marketing	Personal information	KAL Will <u>not</u> disclose your personal information to any other party for direct marketing
8. Cross-border disclosure of personal information	N/A	KAL Will <u>not</u> disclose your personal information to any other party overseas
9. Adoption, use or disclosure of government related identifiers	Relevant to certification and advertising of nationally recognized courses.	KAL will <u>only</u> use a government identifier when specified in government contracts
10. Quality of personal information	Enrolment forms and employment forms	KAL endeavors to maintain quality data and encourages students and staff to ensure they input correct and up to date data.
11. Security of personal information	RTO Manual and Privacy Policy	Please see the table above to see where your personal information is securely stored.
12. Access to personal information	Students files and employment folders	Please see the section of this policy in relation to the 'How do I obtain copies of my personal information'
13. Correction of personal information	Privacy Policy	KAL endeavors to maintain quality data and encourages students and staff to update their information as soon it is available.

More information about the 13 Australian Privacy Principles may be found at:
<http://www.oaic.gov.au/privacy/privacy-act/privacy-law-reform>

What information do we collect from you?

During your time at KAL, we will collect a range of information from and about you including personal and financial information. See the table below to see how this personal and sensitive information is managed.

When it is collected	What is collected	Who collects	Where is it kept
Enrolment	Personal Information: Name, Date of Birth, Address, Contact details, email address, Prior Qualifications, Photo Identification, Education History, Emergency contact, Current employment situation, Health Care Card Number, medical information and Unique Student identifier** (USI) <i>Trainee's only:</i> <i>Employer's details.</i> Financial Information: Bank details*, credit card details*, direct debt details*, Tax file number**, Vet FEE- Help Debt	Enrolment officer, administrator or contracted third party representative (A third party representative does not collect information listed here that has a *).	Locked in secure enrolment file. ** is not retained or recorded once entered onto Student management system.
Traineeships or work placement	Name, title, work address, work contact details, supervisor	Enrolment officer or administrator	Locked in secure enrolment file
During training	Name, Address, Contact details, email address	Training or administrative staff	Locked in secure student file
Hire of staff member (Employment)	Personal Information: Name, Date of Birth, Address, Contact details, email address, Prior Qualifications, Photo Identification, Education History, Emergency contact, Current employment situation, resume Financial Information: Bank details, superannuation information, Tax file number,	Financial officer, Office Manager, CEO	Locked in secure employment file

*Information is limited to the above authorised officers. If an officer has a * next to enrolment they DO NOT have access to the * information highlighted in the information in the table above.

Why must we collect personal information?

Enrolment or during your course:

KAL must collect personal information as part of your application process for Recognition of Prior Learning or Flexible Learning. This information may be of a personal nature and can include details of educational background, employment history and current employment status and language, literacy and numeracy skills. The purpose of this information is to allow the staff of KAL to develop effective training and assessment programs, according to the needs of each individual.

The Unique student identifier (USI) gives students access to their online USI account which is made up of ten numbers and letters. A USI account will contain all their nationally recognised training records and results from 1st January 2015 onwards. KAL is required to record any training records against the student USI for the student to have access to in the future. Implementation of the USI is part of VET legislation and the Standards for National Registration. For more information about the USI please go to <http://www.usi.gov.au>.

At times KAL has contracted Third Parties who recruit students on its behalf. At times these companies may collect information on KAL's behalf such as enrolment information provided by a student. KAL has Contract Third Party agreements with each of these companies (Whose names can be found on the KAL website and by request to KAL staff) These companies are required to operate under this privacy policy when working as a Third Party for KAL in the recruitment of students and all other KAL policies.

KAL is also legally required to collect statistical information for funding and government contracts. This information includes prior qualifications, language spoken at home and year of arrival in Australia.

Employment:

KAL must collect personal information as part of its employment process. This information is important in gaining knowledge about the staff member and ensuring they are the right person for the job. This information includes prior qualifications, employment history and references. The qualifications of our staff are also an important part of our legislative compliance for registration.

Any personal information you supply will be used only in accordance with this Privacy Statement.

Nominated officer

Robert Montgomery is responsible for the collection and security of information at KAL Multimedia Training.

Do you use my information for marketing?

Yes. KAL may contact you to promote its courses and activities.

At no time will your information be provided to any domestic or international third party.

What do we use this information for?

Primarily we use your information so you can make the most of your time at KAL by being aware of courses and services available to you.

Collecting personal information during the enrolment process also allows our staff to develop effective training and assessment programs, according to your particular needs. This will enable you to obtain your qualification effectively.

How do we store your information?

The KAL is required to keep your records for compliance with the Standards for National Vet Regulation(NVR) for Registered Training Organisations 2012 (Prior to the 1st of April 2015). As of the 1st of April 2015 KAL is The KAL is required to keep your records for compliance with the *Standards for National Vet Regulation(NVR) for Registered Training Organisations 2015*.

These records are kept for 30 years, in fireproof safes and in an electronic database. This database is password protected with access by authorized staff only.

Hard copies of files of prior staff and students at KAL are archived in waterproof containers in lock restricted areas. Access to these records is strictly controlled.

With whom do we share your information?

Please see the list of situations below in which KAL will share your information with others.

When will KAL disclose information?

KAL will disclose personal information under the following conditions: -

1. When we are required to co-operate with investigations of purported unlawful activities and conform to the edicts of the law or comply with legal process served on KAL.
2. Upon written request from students/ KAL employee, but only for the nominated representative identified on the official KAL consent form.
3. If requested from a government agency such as Centerlink.
4. If students are employed under a traineeship, the employer to that trainee is able to enquire about the status of the course and how the student is going.
5. If the student is enrolled as part of their official secondary schooling, the school can enquire about the student's participation
6. If students/employees are under the age of 18, the student's legal guardian may have access to the personal file.
7. If the student is enrolled in a course that requires work placement and information disclosed by the student could impact their safety in the work placement component
8. If requested by any relevant government agency in relation to funding, registration or finance (I.E The National Regulator or the Department of Education and Early Childhood.

How do I obtain copies of my personal information?

To obtain copies of your personal information you must:

1. Request a copy, in writing from the KAL office.
2. The KAL administrator will confirm the request through the consent form which must be signed off by:
 - The KAL General Manager and
 - The client.
3. KAL will release the information to the client within a 14 day period, only when all requirements are met.

How do I update or change my details at KAL?

To update your personal information that KAL holds while you are enrolled and after you're complete you must:

1. Request a change in writing from the KAL office; or
2. Contact the office, confirming identification and updating over the phone.

Does KAL use government related identifiers?

Only at such time that it is a registration requirement, which has been stipulated in the government contract.

Complaints about how KAL handles your personal information and any breach of the Australian Privacy Principles (APP)

Students and staff can refer to KAL's non academic grievance policy in relation to any complaint or issues that has risen due to the handling of personal information.

KAL Takes all complaints seriously and will follow the four steps of the grievance policy to ensure that the complaint is handed sensitively and professionally. KAL is a member of LEADR: Association of Dispute Resolvers Student Mediation Scheme which handles Academic and non-Academic grievances. KAL is also a member of VECCI which would assist in resolving any Employment complaints.

Copies of the Grievance Policy are available from the KAL Multimedia Training Website and free on request from the KAL Brunswick office.

This policy is reviewed every 12 months or unless required by management. Last review date: 19/11/2014.

Next scheduled review date: 19/11/2015.

Further Information:

For further information about your personal information please contact KAL CEO Robert Montgomery on 1800 244 438.