



POLICY NUMBER: **MAT003**

NAME: **Privacy and Personal Information Policy and Procedure**

APPROVED BY: RTO Director

Date of Next Review: 30 Sep 2020

SECTION 1 – INTRODUCTION

PURPOSE

This policy focuses on Medical Administration Training Pty Ltd (MAT) commitment to protecting the privacy of its students, and outlines the various ways in which it ensures this protection. Through this policy, MAT ensures it meets its ethical obligations and legal requirements in regard to the collection, storage and disclosure of personal information.

RTO PRIVACY STATEMENT

Medical Administration Training Pty Ltd is committed to protecting the privacy of your personal information.

Information is collected by MAT employees and/or contractors for its own use and on behalf of others who may require access to your information in connection with your affairs, including government and statutory bodies or under Australian law.

The policy below explains how we handle your personal information. This policy only applies to our information, records and files and does not cover any State, Territory or Commonwealth Government database or file. You are advised to contact the relevant government agency for a copy of their privacy policy.

In order to provide you with training and associated services, we may need to collect personal information such as your name, address, work history, qualifications, USI number, identity documents, etc.

If you decline to provide your personal information, Medical Administration Pty Ltd may not be able to provide the product or service you requested.

MAT will provide access to this policy via its website, or hard copy by request. There will be no charge for supply of the policy.

POLICY PRINCIPLES

The following principles underpin this policy:

- i. Medical Administration Training Pty Ltd is committed to ensuring the confidentiality and security of all information it collects, and discloses
- ii. Medical Administration Training Pty Ltd will comply with all legislative requirements including the Privacy Act 1988 (Commonwealth), Data Provision Requirements 2012, National Privacy Principles, National VET Provider Collection Data Requirements Policy and the National VET data policy. www.privacy.gov.au



SECTION 2 POLICY

Your Personal Information

Where it is practicable MAT will try to collect personal information directly from you. In order to operate as a Registered Training Organisation managing the delivery of vocational training, we will need to collect such personal information from you as:

- Name
- Address
- Email address
- Telephone number
- Date of birth
- Country of birth
- Citizenship
- Aboriginal or Torres Strait Islander status
- Language spoken at home
- Education details
- Previous qualifications
- Employment status

In some cases MAT may need to collect personal information from other third parties with or without your direct involvement or consent, such as an employer or Job Active Provider. However, this will not include sensitive information.

MAT may also collect personal information through our website and social networking services such as Facebook and Twitter. We use this information to improve our website and receive from the community.

MAT will only collect personal information by fair and lawful means and not in an unreasonably intrusive manner. This information is required to be reported to state registering bodies under the requirements of the Australian Vocation Education and Training Management Information Statistical System (AVETMISS).

Unsolicited information will be destroyed as soon as possible providing it is lawful and reasonable to do so.

Use and Disclosure

We will use our best efforts to ensure that the information you provide to us remains private and is used only for the purposes you agree to.

MAT will not reveal, disclose, sell, distribute, rent, license, share or pass your personal information onto a third party, other than those service providers that we have a binding agreement with ensuring that the third party affords your personal information similar levels of protection as we do.



MEDICAL ADMINISTRATION TRAINING

We may use and disclose your personal information to provide services specified to you at the point of collection or for another purpose if:

- You would reasonably expect us to disclose it for that purpose
- That purpose is related to the purpose specified to you at the time of collection
- Should MAT receive information from someone other than the individual, the individual will be advised unless there is a lawful reason not to do so
- MAT reasonably believes that the use is necessary to lessen or prevent a serious and imminent threat to an individual's life or health
- MAT has reason to suspect that unlawful activity has been, or is being engaged in, and uses the information as part of its investigation, or in reporting its concerns to the relevant authority
- The use and disclosure is specifically authorised by law
- The use and disclosure is reasonably necessary for the enforcement of the criminal law, a law imposing a pecuniary penalty, or for the protection of the public revenue
- Due to the nature of the information we hold we require individuals to be able to identify themselves unless they require general, non-specific information.
- MAT does not use or disclose your personal information for the purposes of direct marketing of unrelated products or services.

Data Quality

MAT will take reasonable steps to ensure that your personal information is accurate, complete and up-to-date.

We encourage you to help us keep your personal information accurate, complete and up-to-date by contacting and informing us of any changes to your details. You can contact us by telephone at 1300 887 082 or by emailing us at info@medtrain.com.au.

Data Security

At MAT we are committed to protecting the privacy of your personal information. We take reasonable steps to protect your personal information from misuse, loss and from unauthorized access, modification or disclosure. We ensure this by having security measures such as:

- Individual password access to systems and databases
- Secure file cabinets
- Secure access to our offices

We will also take reasonable steps to destroy personal information if it is no longer required for any purpose.

The Internet and Your Privacy

MAT uses the World Wide Web in order to assist you with advice, industry services, information, education and training, and practice and professional development services. The following statement outlines how in the context of our website your information is protected and recorded. By using the site you consent to the uses and disclosures outlined previously in this privacy policy.



MEDICAL ADMINISTRATION TRAINING

MAT takes reasonable steps to protect your security when using our site but you should be aware that no transmission of information to and from a website is ever completely secure.

While we will strive to ensure the personal information transmitted to or from our website is secure and protected from unauthorized access, we cannot totally guarantee the security of your information.

Resolving Privacy Concerns

Clients are able to raise any concerns they may have regarding our personal information handling practices by contacting MAT directly.

Accessing your personal information

Students can request access to view their own records. You have the right to view copies of your records unless prescribed exceptions apply, and to request corrections of any information on those records which is in error.

If you would like access to records at any time, you can do so by using the Request for Access to Records form, please direct your enquiry to our Administration Team.

If you request that the RTO stop using your information and stop contacting you, the RTO will comply with that request, except where you are a student enrolled under a government funded course, and such contact is a contract requirement.

Unique Student Identifier (USI) Privacy Policy

The Student Identifiers Registrar recognises the importance of protecting your privacy and personal information. The Registrar is an 'APP entity' bound by the Australian Privacy Principles (APPs) in the Privacy Act 1988 (Cth) (the Privacy Act), which regulates how agencies collect, use, disclose and store personal information, including sensitive information, and how individuals may access and correct records containing their personal information. They respect your rights to privacy under the Privacy Act and comply with all the Privacy Act's requirements in respect of the collection and management of your personal information.

To view this policy: [Click Here](#)

Contacting Us

If you have any questions about our Privacy Policy, or about the way we manage your personal information:

You can write to us at:

Medical Administration Training Pty Ltd Pty Ltd
P.O Box 2145, Strathpine QLD 4500

- You can telephone our office on 1300 887 082
- You can Email us at info@medtrain.com.au



SECTION 3 PROCEDURE

Procedure steps

1. MAT collects students personal information directly from each client on registration.

2. At the time MAT collects personal information we will take reasonable steps to ensure that client are made aware of:
 - MAT's identity and how to contact us
 - The client's rights with regard to accessing their personal information
 - The purpose for which the personal information was collected
 - To whom we disclose personal information to
 - Any law that requires us to collect particular personal information and
 - The main consequences, if any, for the client if they do not provide all or part of the information we require.

ROLES AND RESPONSIBILITIES

The Director of Medical Administration Training Pty Ltd is responsible for ensuring compliance with this policy.



SECTION 4 – GOVERNANCE

RELATED DOCUMENTATION

Name
Enrolment Policy
Access & Equity Policy
Refund & Cancellation Policy
Complaints and Appeals Policy
Code of Practice

RELATED EXTERNAL REFERENCES

Name and Link
Privacy Amendment Private Sector) Act 2000 http://www.comlaw.gov.au/Details/C2004A00748
Privacy Act 1988 http://www.comlaw.gov.au/Details/C2004A03712
Privacy amendment (enhancing Privacy Protection) Act 2012 http://www.comlaw.gov.au/Details/C2012A00197
USI Privacy Policy https://www.usi.gov.au/documents/privacy-policy
Data Provision Requirements 2012 https://www.legislation.gov.au/Details/F2013L00160
National VET data policy https://www.education.gov.au/national-vet-data-policy-0
National VET Provider Collection Data Requirements Policy https://www.education.gov.au/national-vet-provider-collection-data-requirements-policy

RESPONSIBILITY

Policy administrator	RTO Manager
Approving Person	RTO Director

CHANGE HISTORY

Version	Review date	Approved by	Description of Modifications
1		A. McFillin	Original Document
2	03-Mar-2014	A. McFillin	Update to policy
3	07-Oct-2016	A. McFillin	Major wording revision and update
4	28- Feb -2018	A. McFillin	Added National Vet data policy to Policy Principles and changed Administration Manager to RTO Manager
5	21-11-2019	A. McFillin	Reviewed and updated branding