

RTO	City-Wide Building & Training Services Pty Ltd (RTO ID 91138)
Type	Public
Applicable standards	Standards for Registered Training Organisations 2015 State and Territory Funding contracts Australian Privacy Principles (APP) The Privacy Act 1988 Student Identifiers Regulation 2014
Authorised by	General Manager Quality and Compliance
Effective date	8 January 2024
Version	V1.4

Policy: Privacy

Overview

City-Wide Building & Training Services (CWBT S) is required to collect, use, store and disclose a range of personal information on Students, Employees and a range of other stakeholders. CWBT S complies with the Privacy Act 1988, including the 13 Australian Privacy Principles (APP) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012. CWBT S is committed to maintaining the privacy and confidentiality of its RTO personnel, RTO Contractors, third party and participant records.

This Policy specifically relates to the privacy of Student, Employer and other groups or individuals in the relation of training and / or assessment services. As such, this Policy applies to all Staff, Contractors and other third parties which may be privy to sensitive information covered by the APP.

What is the APP?

In 2014, the APP replaced the National Privacy Principles (NPP). The APP broadly covers a range of private information that CWBT S may obtain in the course of our normal duties. For our purposes, these include, but are not limited to:

Student

1. Student identifiers (name, date of birth, Student numbers, unique Student identifiers (USI), State and Territory Student Identifiers and Apprenticeship / Traineeship Contract IDs;
2. Student contact details (phone, address, email, fax etc.);
3. Information such as disabilities, illness, language, literacy or numeracy challenges, and other sensitive information;
4. Student IDs such as Medicare cards, Drivers Licence, Concession Cards etc. for the purpose of identifying eligibility for courses and / or funding;
5. Copies of Student transcripts from other education institutes for determining eligibility for course and / or credit transfers;
6. Student residency and or citizenship status for the purpose of identifying eligibility for courses and or funding;



7. Third party reports regarding on-the-job performance for employers; and
8. Assessment results

Employer/Third Parties

1. Commercially sensitive information about employers and other third parties; and
2. Employer/Third Parties contact details (Phone, address, email, fax, etc.)

Through this policy CWBTS seek to ensure that you will be able to deal with the Registered Training Organisation (RTO) in confidence that personal information is only used by the organisation in the ways that are legal, ethical and secure.

CWBTS will only collect personal information from individuals by fair and lawful means which is necessary for the functions of CWBTS. CWBTS will only collect sensitive information with the consent of the individual and if that information is reasonably necessary for the functions of CWBTS. By entering into an enrolment contract, the individual gives consent for this information to be disclosed.

The information requested from individuals by CWBTS will only be used to provide details of study opportunities, to enable efficient course administration, to maintain proper academic records, to assess an individual's entitlement to state or territory government funded courses to apply for with permission or check a Unique Student Identifier and to report to government agencies as required by law. If an individual chooses not to give CWBTS certain information, then CWBTS may be unable to enrol that person in a course or supply them with appropriate information.

Who We Disclose Student Information To

Broadly speaking, we will only disclose information to the following persons:

- To you the Student
- To relevant State / Territory and Federal education and funding Government bodies (see section below)
- To your employer if you are an apprentice or trainee
- To your employer if they are paying for the cost of your course directly to CWBTS
- To a third party who is paying for your course (as nominated on the Authority to Invoice form)
- To your legal guardian or parent if you under 18
- To other persons as directed by you
- To other persons where you have provided verbal or written consent for us to do so
- Where directed by law to release information

How We Disclose Student Information

In accordance with State and Federal Regulatory requirements, CWBTS reports Student information on a periodic basis, via State and Federal Government online portals. For example Smart and Skilled Subsidised Students are reported on at least a monthly basis via the Training Services New South Wales online portal STS Online.



Government Bodies

CWBTS is obliged to report key Student personal and academic information to relevant State / Territory and Federal education and funding Government bodies. By entering into an enrolment contract, Students consent for this information to be disclosed.

For Smart and Skilled, prospective students are informed that information they supply is used by the Department and their consent is required and obtained via the Consent to Use and Disclosure of Personal Information consent form (Refer to Notification of Enrolment policy).

Personal information about students studying with CWBTS may be shared with the Australian Government, State and Territory Governments and designated authorities, including the Australian Skills Quality Authority (ASQA).

This information includes personal and contact details, course and unit enrolment details and changes.

CWBTS does not disclose information to other government bodies unless legally obliged to do so, when directed by law or under a warrant.

CWBTS will not disclose an individual's personal information to another person or organisation unless:

- a) the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;
- b) the individual concerned has given written consent to the disclosure;
- c) CWBTS believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
- d) the disclosure is required or authorised by or under law; or
- e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, CWBTS shall include in the record containing that information a note of the disclosure. Any person or organisation that collects information on behalf of CWBTS or to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was collected by them or supplied to them.

The Following Outlines How We Apply each Privacy Principle:

APP 1	Open and Transparent Management of Personal Information	<ul style="list-style-type: none"> ➤ We publish this policy on our website: www.cwbts.com.au; ➤ A link to this policy is included in our Student handbooks; and ➤ CWBTS outlines what information is collected and what it will be used for ➤ What information will be released and under what conditions.
APP 2	Anonymity and Pseudonymity	<ul style="list-style-type: none"> ➤ Individuals can remain anonymous for the purpose of requesting general information on a course, website enquiries or anonymous complaints/feedback; and ➤ Individuals who wish to undertake nationally recognised training with CWBTS will be required to disclose information of a personal nature as outlined in this policy ➤ Students who wish to provide feedback on our courses or services may do so anonymously.
APP 3	Collection of Solicited Personal Information	<ul style="list-style-type: none"> ➤ CWBTS will collect information you provide on enrolment into a nationally accredited course or on commencement of employment with CWBTS. We may also collect information you provide on websites, enrolment forms, course materials and assessments; ➤ CWBTS may sometimes collect information, with your consent, from your employer, a job services provider or other organisations where Students may engage in placement for training and assessment purposes; and ➤ CWBTS collects information of a personal and sometimes sensitive nature. Information CWBTS collects may include: Full name, date of birth, residential address, contact details, demographic information, ability/disability, employment details, educational background, Indigenous background, concession status language, literacy and numeracy skills and educational/course progress. CWBTS may also collect information on your next of kin or parent/guardian for emergency purposes.
APP 4	Dealing with Unsolicited Personal Information	<ul style="list-style-type: none"> ➤ CWBTS only collects uses and stores information which is directly related to the provision of training and assessment (for Students) and information directly related to the employment or engagement of Contractors (for Employees and Contractors); and ➤ Information which is received that is not related to training and assessment or employment with CWBTS is destroyed in a safe and secure manner.

APP 5	Notification of The Collection of Personal Information	<ul style="list-style-type: none"> ➤ Students and Employees are notified when information is collected or sourced from third parties. Such notifications are expressed in enrolment forms, assessment tools and other written documents or implied in such circumstances such as workplace observations.
APP 6	Use or Disclosure of Personal Information	<ul style="list-style-type: none"> ➤ CWBTS only uses information for the provision of training and assessment CWBTS only discloses information to 3rd parties such as: <ol style="list-style-type: none"> i. Relevant Government bodies ii. Apprenticeship Centres – where a Student is a trainee or apprentice iii. Employers – where a Student is a trainee or apprentice or when an employer has paid for the provision of training iv. Job Services Providers – where you have been referred by a Job Service Provider v. External auditors and our consultants vi. Parent/Guardian – where a Student is under the age of 18 vii. Other entities required by law.
APP 7	Direct Marketing	<ul style="list-style-type: none"> ➤ Your personal information will never be sold to any marketing company or third party; ➤ CWBTS may use your personal information to market directly to you only for the provision of further training and assessment with the RTO; ➤ CWBTS will only use your information if you have provided consent to use your information for this purpose and you have opted-in to this type of communication; and ➤ CWBTS will provide an ‘opt out’ option for receiving direct marketing.
App 8	Cross-Border Disclosure of Personal Information	<ul style="list-style-type: none"> ➤ CWBTS will not disclose your personal information to any entity outside of Australia unless you have provided your express written consent; ➤ All records will be kept in Australia; ➤ Students who agree for CWBTS to use their personal information such as name and images for marketing purposes via social media platforms are advised of the possibility of their information being accessed by individuals overseas.

APP 9	Adoption, Use or Disclosure Of Government Related Identifiers	<ul style="list-style-type: none"> ➤ CWBTS is required to collect, in some circumstances, government related identifiers. CWBTS will not use these identifiers for any reason or purpose except for the explicit reason it is required (e.g. Concession numbers, USI, Drivers Licence Number, etc.) and will not use these numbers as an identifier of individuals; and ➤ CWBTS will only disclose government related identifiers where required by law or express consent has been given to disclose this information.
APP 10	Quality of Personal Information	<ul style="list-style-type: none"> ➤ CWBTS collects information and ensures it is accurate, up to date and complete; and ➤ CWBTS will take all reasonable steps to ensure that the information provided from individuals is correct and any third-party information received can be verified for accuracy, currency and completeness.
APP 11	Security of Personal Information	<ul style="list-style-type: none"> ➤ All personal and sensitive information is kept safe and secure at all times, only authorised CWBTS staff may access this information; and ➤ Destruction of personal and sensitive information is carried out by commercial document destruction companies or secure shredding or secure electronic deletion
APP 12	Access to Personal Information	<ul style="list-style-type: none"> ➤ Individuals may request copies of information which is kept about them at any time; ➤ CWBTS will not release personal information to a third party unless they are authorised to do so; ➤ When requesting personal information, the individual will need to be able to adequately identify themselves ➤ The timeframe for granting access will vary according to the nature of the request, who is requesting the information and how the information is requested to be given. For example, information requested by a phone call will generally be given during the call if the caller's identity can clearly be established and the requestor is wanting information verbally. More complex requests may take longer. Please allow 5-10 working days. Where we are unable to respond to a request within this time frame, we will advise you.
APP 13	Correction of Personal Information	<ul style="list-style-type: none"> ➤ Individuals who feel that the information CWBTS uses, and stores is inaccurate, or incomplete may request to have the information updated and corrected. Such corrections must be in writing to: cwbts@cwbts.com.au

Responsible Parties and Review Information

Privacy Compliance Training

All CWBTS staff must undertake privacy training:

1. Upon commencement of employment at CWBTS, and
2. When directed.

As CWBTS is a member of the UP Education group, the HR department may direct all staff within the group to undertake general privacy training. This is at the discretion of the HR department.

CWBTS will also require staff to undertake privacy training specific to working in an RTO and to their role and the type of Student information to which they are privy.

The following table outlines the broad kinds of privacy training that is undertaken by CWBTS staff:

Training Type	Topics Covered	Delivery Method
Induction / Refresher Privacy Training directed by HR Department	An overview of: <ul style="list-style-type: none"> • Australian Privacy Principles (APP) • Australian Privacy Act 1988 	Online webinar via the Personal Learner Management System May also be delivered face-to-face by: <ul style="list-style-type: none"> — HR Staff — Legal Staff — External privacy experts

<p>Dedicated Privacy Training specific to CWBTS</p>	<p>Privacy training will generally cover the following topics:</p> <ul style="list-style-type: none"> • Australian Privacy Principles (APP) • Australian Privacy Act 1988 – Overview • How privacy standards apply to RTOs and individual roles • Relevant CWBTS forms, privacy declarations and consent forms 	<p>This training is role specific and will vary according to the needs of the role the staff member is undertaking.</p> <p>This training may be delivered by a live online webinar accessed through live webinar technology, a recorded webinar accessed through the CWBTS Learner Management System, or face-to face.</p> <p>Live sessions may be delivered by:</p> <ul style="list-style-type: none"> — A member of the Compliance Team — The staff member’s Team Leader or Manager
<p>Embedded within other professional development training</p>	<p>Professional development topics which may involve specific processes and procedures that relate to privacy concerns.</p> <p>Examples of these may include, but are not limited to:</p> <ol style="list-style-type: none"> 1. Complaints handling and recording training 2. Training / information sessions on Standards for Registered Training Organisations relating to Student and employer data 3. Training on funding contracts 4. Training on enrolment processes 5. Training on archiving processes 6. Training on databases which contain Student and / or employer data 	<p>This training is role specific and will vary according to the needs of the role the staff member is undertaking.</p> <p>This training may be delivered by a live online webinar accessed through live webinar technology, a recorded webinar accessed through the CWBTS Learner Management System, or face-to face.</p> <p>Live sessions may be delivered by:</p> <ul style="list-style-type: none"> — A member of the Compliance Team — The staff member’s Team Leader or Manager — Another Team Leader, Manager or Senior Staff member as applicable to the topic being delivered.



Additional training to staff may take place when:

1. There are any changes made to the Privacy Act or Australian Privacy Principles
2. There are changes to privacy requirements under State or Territory funding contracts
3. Internal continuous improvement initiatives are implemented which touch on privacy matters
4. New internal or external forms relating to privacy are released
5. Procedures relating to privacy are updated

Complaints

If you wish to lodge a complaint about how CWBTS handles personal information or if you feel that CWBTS has breached the Privacy Act 1988, please feel free to contact us on:

1. By phone on 1300 429 287
2. By email on cwbts@cwbts.com.au

Our General Manager Quality and Compliance is the nominated Privacy Officer for CWBTS. You may also request to speak directly to the General Manager Quality and Compliance.

Our Grievances, Complaints and Appeal Policy can be found on our website: www.cwbts.com.au under 'Key links and documents'.