



The PM Safety Training
POLICY MANUAL



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PRIVACY POLICY



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1 Purpose

- 1.1** This policy sets out The PM Safety Training legal obligations relating to the collection, holding, use and disclosure of any personal information relating to any entity or individual associated with The PM Safety Training as required by the Privacy Amendment, enhancing Privacy Protection Act 2013.

2 Scope

- 2.1** This policy applies to all personal information collected and held by The PM Safety Training for any client, entity or employee of The PM Safety Training.

3 Responsibilities

- 3.1** It is the responsibility of the proprietor of The PM Safety Training to ensure that he/she complies with the requirements of this policy and to ensure that all other employees of The PM Safety Training are conversant, understand and comply with the requirements of this policy.
- 3.2** All persons must understand their legal requirements as employees of The PM Safety Training and are required to comply with the requirements of the Australian Privacy Principles in the Privacy Act 1988 (Cwlth) (Privacy Act).
- 3.3** The proprietor of The PM Safety Training must make this policy publicly available on The PM Safety Training web site (www.thepm.com.au) and ensure that each and every client of The PM Safety Training is given a copy of The PM Safety Training Privacy Statement when they enrol for any training course after the commencement of this policy, (March 2014) .

4 Disclosure of Personal Information

- 4.1** The PM Safety Training regards all information collected as private. Information supplied to The PM Safety Training will only be used for the administrative and educational purposes of The PM Safety Training, and shall only collect that information that is reasonably necessary. The PM Safety Training will in no way divulge any personal information to a nominated third party without the written consent of the person **“unless”**: -
- It is a legal requirement of the regulatory authorities governing the operation of a Registered Training Organisation.
 - Legislation, court order or other legally enforceable instrument requires The PM Safety Training to do so and the request is in an appropriate written certified form.
- 4.2** The PM Safety Training is responsible for ensuring only authorised employees have access to information required and they must comply with the Australian Privacy Principles in the Privacy Act 1988 (Cwlth.) (Privacy Act) when recording and/or accessing any personal information concerning **“any”** client of The PM Safety Training.

Authorised Person SignatureDate:.....



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3 Types of Information which may be collected:

5.1 The type of information we collect may vary depending on what type of dealing you have with The PM Safety Training.

5.2 The types of information which we may need to collect but not necessarily limited to are the following:

- Your full name.
- Your Gender, date of birth, drivers licence number.
- Your place of birth and/or Ethnicity.
- Your address and/or postal address, and contact details i.e. phone number, e-mail address or fax number.
- Your Educational qualifications including when you last attended school.
- Your professional qualifications.
- Your command of the English language both written and spoken.
- Any disabilities you may have which could impact on your learning or practical outcomes of the training.
- Your current employment details.
- Your employers address and contact details i.e. phone number, fax number, e-mail address.

4 How we collect Personal Information:

6.1 The PM Safety Training may collect your personal information in any or a combination of the following methods:

- Directly in person.
- By phone or electronically by e-mail, fax or from our web site.
- By completing our enrolment form for a registered course.
- From a third party such as a client's employer.
- From The PM Safety Training data base, previous client.
- Paper format such as a mailed letter.

5 Why we need to collect Personal Information:

7.1 The PM Safety Training will only collect personal data when the information is for and reasonably necessary for the operation of a Registered Training Organisation to comply with its regulatory requirements, and The PM Safety Training must only collect information in a fair and lawful manner.

8 Anonymity and Pseudonymity

8.1 When it is not unlawful and/or impracticable, and it may not always be possible, any person providing personal information to The PM Safety Training must be given the option of using a fictitious name to conceal his or her true identity.

9 Access to Personal Information

9.1 Any client or entity can access their own personal information at any time to check or amend their data by contacting The PM Safety Training Proprietor or The PM Safety Training Administration and Office Manager on 0427 676 476 or 0428 267 646.

9.2 The Proprietor or the Administration and Office Manager of The PM Safety Training will require confirmation of the identity from the person prior to providing access, i.e. certified copy of a current drivers licence, birth certificate or passport.

9.3 Any person may access their personal information providing the requirements of **9.2** are satisfied and there is no legal requirements to prevent access i.e. court order.

Authorised Person SignatureDate:.....



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10 Marketing

- 10.1** The PM Safety Training may, where we have your expressed or implied permission or where otherwise permitted by law, use some of your personal information, to send you and/or your employer only, information regarding your qualification/s and/or relevant information as to when they will expire according to industry practices.
- 10.2** The PM Safety Training or any of its employees must not and will not use any private, personal or sensitive information about any of its clients for any form of marketing strategies it adopts or to promote its business in what would be deemed as a non-ethical manner.

11 Complaints

- 11.1** It is acknowledged that the process of making and investigating a complaint can be an emotional and stressful experience for all of those persons who are involved. For this reason, every effort must be made to ensure the confidentiality and privacy of the process. The principles that will be followed to ensure this must be:
- All persons involved in the investigation/complaint will be expected to treat all information as being confidential and to respect the privacy of all persons involved.
 - Only those persons who make a complaint, who are the alleged party against whom the complaint is made or who are specifically nominated as witnesses must be interviewed.
 - All documentation arising from a complaint will be treated as confidential and when the complaint is resolved/finalised it must be filed in a secure location.
- 11.2** Any person or entity who has reason to suspect that their privacy has been compromised, abused or misused by The PM Safety Training are advised to contact the Proprietor of The PM Safety Training who will endeavour, in the first instance to resolve the matter by following The PM Safety Training Complaints Policy requirements within the specified time frame.
- 11.3** The PM Safety Training will consider complaints made by an individual with regards to:
- 11.2.1** Access to their personal information was refused.
- 11.2.2** A refusal by The PM Safety Training to correct or amend their personal information.
- 11.4** Any person may make a complaint against The PM Safety Training regarding how The PM safety Training has handled an individual's personal information or should a complaint not be resolved then the complainant must be given a referral to the Australian Information Commissioner.
- 11.5** More information about complaints is available on the Office Australian Information Commissioner website <http://www.oaic.gov.au/privacy/privacy-complaints>.

12 Records and Related Documents

- *The PM Policy Statement 18 "Access to Records".*
- *The PM Policy Statement 07 "Complaints Policy"*
- *Individual Employee or Student File.*
- *TPM PROCEDURE 4-2.1, "Client Complaints and Feedback"*
- *TPM Form 408" Complaint and Resolution "Held on Client Complaint File".*
- *TPM Form 409 "Complaint and Resolution Register" Employees Personal Details File.*
- *Privacy Act 1988.*
- *TPM Form 415 "Register of Consent".*

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