

ROYAL VICTORIAN AERO CLUB

Personal Information Policy & Procedure

1. Policy

The Royal Victorian Aero Club is committed to protecting employee and client privacy and confidentiality in line with State and Federal Privacy legislation. This policy only applies to our databases and files and does not cover any State, Territory or Commonwealth Government database or file. Individuals are advised to contact the relevant government agency for a copy of their privacy policy.

This policy focuses on the Royal Victorian Aero Club's commitment to protecting the privacy of its students and staff, and outlines the various ways in which it ensures this protection. For the purpose of this policy personal information is described as follows:

Personal information

Is information or an opinion that identifies an individual or allows their identity to be readily identified from such information. It includes but is not limited to information such as a person's name, address, financial information, marital status or billing details.

2. Procedure

2.1 Collection of personal information

Staff

- Royal Victorian Aero Club collects all personal information in writing, from an employment application and personal details form. Royal Victorian Aero Club will collect personal information from staff in order to obtain the information required to meet employment, legal and taxation obligations.
- Information collected includes general personal details, and may include details of any disability
 or health issue that may affect the staff member's ability to meet the requirements of their
 position.

Students

- Royal Victorian Aero Club is required to collect personal information from students in order to
 process enrolments and obtain the information required to provide suitable training and
 assessment services.
- Students will be advised of the requirement for the collection of personal information via a Privacy Notice prior to enrolment (Appendix 1). Information is collected by consent and includes general personal details, and may include details of any disability or health issue that may affect the student's ability to undertake training and/or assessment activities.
- Royal Victorian Aero Club will only collect personal information that is required for the purposes of education, or in meeting government reporting requirements. Where applicable

- information will also be required to comply with AVETMISS standards as specified by government regulators.
- Royal Victorian Aero Club collects all personal information in writing in the form of an enrolment form, directly from the person whom the information is about. (Where applicable information may be collected from the parent or guardian of a student under the age of 18.)

2.2 Use and disclosure of personal information

Staff

 Royal Victorian Aero Club uses personal information of its staff for the purposes of meeting employment requirements including payroll, superannuation and taxation and Civil Aviation Safety Authority requirements.

Students

- Royal Victorian Aero Club uses personal information of its students for the purposes of meeting VET requirements for the awarding of national qualifications, and to comply with reporting requirements where relevant, as specified by government regulators. Personal information is also collected and provided to the Civil Aviation Safety Authority as required.
- Personal information as collected through the enrolment form or through other means will be
 passed on to Commonwealth government regulators as per National VET Data Policy
 requirements and maybe disclosed to the VSL Tuition Protection Director, and to the Australian
 Skills Quality Authority (ASQA) for the purposes of an audit.
- We will use our best efforts to ensure that the information provided to us remains private and is used only for the purposes agreed to. We will only disclose personal information to a third party where one or more of the following apply:
 - o consent has been provided (verbal or written)
 - o it is authorised or required by law, or necessary for enforcement of law,
 - o it will protect the rights, property or personal safety of another person
 - o the assets and operations of the RTO business are transferred
- Personal information will not be used in any way other than those outlined in this policy, and any other ways where permitted general situations exist as referred to in Privacy Act 1988.

2.3 Access to personal information

- It is a policy of Royal Victorian Aero Club to allow access to personal files at any time to the person to whom those files relate, upon written request.
- To access personal information, students will need to contact Student Administration in writing and specify the type/s of information they wish to view. Proof of identification must be provided. Staff are required to contact HR.

2.4 Storage and security of personal information

- Royal Victorian Aero Club will take all reasonable steps to maintain the privacy and security of personal information.
- Information stored electronically is kept on a secure server and access is restricted to authorised employees. This server is regularly backed up and kept in a secure location.

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- Paper-based documents containing personal information are in a locked filing cabinet and held within a secure area within the RTO premises.
- Where documents are required to be transferred to another location, personal information is transported securely in an envelope, folder or document bag.
- Reasonable steps will be taken to destroy or permanently de-identify personal information when it is no longer required for any purpose.
- Non-active files are archived at a secure location for 30 years

2.5 Confidential Information

• Royal Victorian Aero Club will make all reasonable efforts to protect confidential information received from clients or partner organisations during the course of business operations. This information will not be disclosed without the prior consent of the client or partner organisation.

2.6 Resolving privacy concerns

If a student wishes to have incorrect personal information corrected, or to raise a concern about a privacy matter, or feels that the Australian Privacy Principles have been breached, they should contact Student Administration who will advise on the complaints and appeals policy and procedure. Staff related concerns should be initially referred to HR personnel. If you decline to provide your personal information, Royal Victorian Aero Club may not be able to:

- provide the product or service you requested, or
- enter into a business relationship with you

Reference:

Standard for RTOs 2015 Standard 5.2, 8.5 VET Student Loans Act 2016 VET Student Loans Rules 2016

Version Control

Version	Summary of Changes	Author	Approved by	Effective date
1.0.0	Initial Approval	Natasha Campbell(BSM)	J.S. Rushton (CEO)	01/07/2011
1.0.1	Reformatted and updated to reflect change from VET FEE-HELP to VET Student Loans	J. Kittle (RTO C & SA)	J.S. Rushton (CEO)	01/06/2016
1.1.1	Updated to reflect introduction of National VET Data Policy	J. Kittle (RTO C & SA)	J.S. Rushton (CEO)	01/01/2021

Appendix 1

Student Privacy Notice

Information about your enrolment with us may be disclosed to Australian Government Agencies, including Services Australia, where this is required or authorised by law. Information about your enrolment with us may be disclosed if you are claiming or receiving a payment form Services Australia. You are still required to notify Services Australia of any change in circumstances that may affect your payment. Personal information disclosed to Services Australia is protected by law including the *Privacy Act 1988*. More information about the way Services Australia handles personal information can be found on their privacy webpage. Under the National VET Data Policy 2020, RVAC is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by RVAC for statistical, administrative, regulatory and research purposes. RVAC may disclose your personal information for these purposes to: Commonwealth and State or Territory government departments and authorised agencies; and NCVER.As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If an individual does not provide their personal information RVAC may not be able to enroll you as a student. We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO. We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority. The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy* Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market. The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable: administration of VET, including program administration, regulation, monitoring and evaluation, facilitation of statistics and research relating to education, including surveys and data linkage, understanding how the VET market operates, for policy, workforce planning and consumer information. The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below. DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at https://www.DEWR.gov.au/national-vet-data/vet-privacy-notice. You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted. At any time, you may contact RVAC via email; training@rvac.com.au, to: request access to your personal information, correct your personal information, make a complaint about how your personal information has been handled, or ask a question about this Privacy Notice. I understand that RVAC is required to submit data sourced from this enrolment form to the national VET administrative collection as a regulatory reporting requirement.