

Relevant Standard(s):

Standards for Registered Training Organisations (RTOs) 2015 Standard 8.5 and 8.6.

Purpose

Mining Skills Australia is committed to maintain the privacy of personal information provided by staff and clients in accordance with the requirements of the 'Standards for Registered Training Organisations (RTOs) 2015' and Australian Privacy Principles of the Privacy Act 1988.

Policy Principles

Mining Skills Australia is committed to the Australian Privacy Legislation and this policy describes how:

- a) Mining Skills Australia will comply with the Commonwealth Privacy Act 1988;
- b) The Privacy Amendment (Enhancing Privacy Protection) Act 2012; and
- c) Australian Privacy Principles in the way it collects, uses, secures, and discloses personal information.

Data Collection on Website

Mining Skills Australia lawfully collects personal information that is necessary both for appropriate marketing and promotional information sent to potential clients, and the marketing and promotion of products and services of third parties elected by Mining Skills Australia for the purpose disclosed at the time of collection and other purposes set out in this Privacy Policy.

By providing the limited personal information on Mining Skills Australia website, any other website promoting our products and services, or through other means, clients and potential customers agree to allow Mining Skills Australia and other third parties elected by Mining Skills Australia to send out marketing materials including, but not limited to their promotions and special offers, product information, information about services, newsletters, and other forms of communication from time to time.

We will disclose basic information that we gather about our staff or students only to third parties that we elect as having potentially relevant or useful products and services to them. We use the information collected only for the services we provide and our third parties we elect. Email addresses, phone numbers, product enquiry information, and first and last names may be shared with a third party elected by Mining Skills Australia however no other staff or student information is shared with another organisation unless required by Commonwealth and State Government authorities and agencies.

If staff or student information is required or requested by any third party outside of those which Mining Skills Australia elects, we will obtain written consent from the relevant staff or student prior to release of any information. Should staff or students seek access to their information, they will be asked to supply their name, date of birth and address as identification before this can occur.

Data Collection to Provide Training and Assessment Services

In order to provide training and assessment services, Mining Skills Australia lawfully collects personal information from staff and clients that are necessary both for appropriate marketing and promotional information to be sent to potential clients; and for the business to function.

The information collected and held will depend upon the products and services requested. This information is required to be reported to ASQA under the requirements of the Australian Vocational Education and Training Management Information Statistical Standards (AVETMISS).

Information collected may include, but is not limited to:

- a) Full name.
- b) Address.
- c) Contact details (telephone and email).
- d) Date of birth.
- e) Gender.
- f) Cultural background (Indigenous).
- g) Country of birth.
- h) Language spoken at home.
- i) Level of English spoken.
- j) Disability information.
- k) Highest schooling completed.
- l) Other qualifications completed.
- m) Current employment status.

Mining Skills Australia will only collect personal information by fair and lawful means.

The enrolment form completed by clients contains a disclaimer outlining why the personal information is collected and how it is to be used. Clients are required to sign the disclaimer as their agreement to the use of their personal information.

Use and Disclosure

By providing personal information to Mining Skills Australia on the website, any other website promoting our products and services, or through other means, clients and potential customers agree to allow Mining Skills Australia and other third parties elected by Mining Skills Australia to send out marketing materials including, but not limited to their promotions and special offers, product information, information about services, newsletters, and other forms communication from time to time.

Mining Skills Australia uses the information collected for either marketing and promoting our products and services, or marketing and promotion of the products and services of third parties elected by Mining Skills Australia for the purpose disclosed at the time of collection and other purposes as set out in this Privacy Policy. Mining Skills Australia will not use personal information for any other purpose without first seeking consent, unless authorised or required by law. Generally, Mining Skills Australia will only use and disclose personal information:

- a) To establish and maintain the relationship to Mining Skills Australia.
- b) To promote and market its products and services.
- c) To provide the products and services requested from Mining Skills Australia and other learning providers in which you enrol or apply to enrol.
- d) To promote and market the products and services of third parties elected by Mining Skills Australia that may have products and services of interest to clients and potential customers.
- e) To administer and manage those products and services.
- f) To comply with Commonwealth and State Government laws and regulations including the Education (General Provisions) Act 2006 and the Education (Queensland Studies Authority) Act and Regulation 20012 where applicable.
- g) To report to National Registering Bodies in relation to training services provided.

Access to student personal information beyond that shared with third parties for promotional purpose (email addresses, phone numbers products, product enquiry information and first and last names) is available on application through the Administration Team of Mining Skills Australia. Access to personal information will always be controlled. A person requesting any information will be accompanied for the entire time they are in possession of their personal information by the Administration Team of Mining Skills Australia.

Students have the option to request no further contact from Mining Skills Australia or one of Mining Skills Australia elected third parties by clicking the “UNSUBSCRIBE” link provided on emails received.

Agents, Contractors, and Other Third Parties

Our agents, contractors and other third parties, who requires personal information to provide a legitimate service, are also bound by these terms of privacy to ensure that client and participate personal information always remains protected.

Use of Internet

The internet may be used to transmit client and participants personal information from delivery sites to other sites and to state/federal registering bodies. Security of data transmitted to State and Federal registering bodies is managed by the respective bodies and we have taken all reasonable steps to protect and secure personal information when using the internet.

Data Quality

We will ensure that personal information is accurate, complete, and up to date. Clients and participants are encouraged to help us keep their personal information accurate, complete, and up to date by contacting and informing us of any changes.

Access to Records

Mining Skills Australia will not disclose information that we gather about our student to any third party (apart from those exceptions previously stated).

If student information is requested by third-party, we will require authority from the relevant student prior to release of any information. Students will be asked to supply their name, date of birth and address as identification before this authority can be given. This authority will be kept on the Student Profile for as long as the student endorses it.

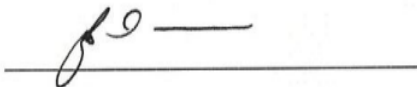
Should staff or students seek access to their information, they will be asked to supply their name, date of birth and address as identification before this can occur. Access to student personal information is available on application through the Administration Team of Mining Skills Australia. Access to personal information will always be controlled.

Privacy Concerns

Clients can raise any concern they may have regarding personal information handling practices by contacting our administration staff.

Monitoring and Improvement

Mining Skills Australia is responsible for all continuous improvement process in relation to the privacy policy and procedure and ensuring that all staff, including those from third part provides are complying with the provisions of this policy.



23/06/2023

Date

Graeme Bradshaw

Managing Director

Mining Skills Australia

Version Control

DATE	SUMMARY OF MODIFICATIONS	MODIFIED BY	VERSION
18/10/2018	Policy creation	360RTO	1.0
02/02/2021	Policy placed into MSA format	K Percival	1.01
03/03/2021	Updated document name & footer formatting	Z Nash	1.02
01/07/2022	Updated Signature Name & Header/Footer Version Number	N Pergaris	1.03
05/07/2022	Anne Thomas	Anne Thomas	1.04
07/07/2022	Updated formatting and spacing	A Earl	1.05
12/07/2022	Insert date into footer	A Earl	1.06
15/07/2022	Added policy number under the heading	T Maris	1.07
20/06/2023	Review, no changes	P White	1.08