

## **AUCA Participant Privacy and Confidentiality**

AUCA undertakes to comply with the Privacy Act 1998 and all information privacy principles in the provision of all services to clients.

Private and confidential information includes company documentation and operations, financial and payroll information and all client and company records.

All AuCA staff members undergo Privacy training as a component of the AuCA induction training and sign a declaration that they will keep and maintain all information private and confidential as appropriate within and external to AuCA premises. AuCA Privacy Protection Principles are:

### ***Principle 1 — Open and transparent management of personal information***

AUCA, through its client handbook, clearly expresses information to clients on its management of personal information. On request by an individual, AuCA will take reasonable steps to let the individual know, generally, what sort of personal information it holds, for what purposes, and how it collects, uses, and discloses that information.

AUCA will consider the privacy impact of new business processes and services before they are introduced.

### ***Principle 2 — Anonymity and pseudonymity***

It is not legal or practicable for AuCA to provide any type of program or services without requiring client identification.

### ***Principle 3 — Collection of solicited personal information***

AUCA will only collect personal information that is necessary for one or more of its functions or activities. AuCA will only collect personal information by lawful and fair means and not in an unreasonably intrusive way.

AUCA Client Handbook will be used to disseminate information about Personal Information and Privacy to all clients.

***Principle 4 — Dealing with unsolicited personal information***

AUCA will not deal with any unsolicited personal information.

***Principle 5 — Notification of the collection of personal information***

AUCA will not adopt as its own identifier of an individual, an identifier of the individual that has been assigned by any other organisation or service provider.

***Principle 6 — Use or disclosure of personal information***

AUCA will only use or disclose personal information about an individual when the individual has consented to the use or disclosure

***Principle 7 — Direct marketing***

AUCA will not direct market to the its clients without their written consent, or unless required by law.

***Principles 8 — Cross-border disclosure of personal information***

AUCA will not transfer personal information about an individual to any other location other than AuCA company offices or if required by law.

***Principle 9 — Adoption, use or disclosure of government related identifiers***

AUCA will not collect sensitive information about an individual unless:

- i. the individual has consented; or
- ii. the collection is required by law.

***Principle 10 — Quality of personal information***

AUCA will take reasonable steps to make sure that the personal information it collects, uses or discloses is accurate, complete and up-to-date.

As part of its continuous improvement process, AuCA will maintain an internal audit program to ensure its Privacy Protection Principles and policies remain appropriate and that AuCA operates in compliance with those Principles and policies.

***Principle 11 — Security of personal information***

AUCA will take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.

AUCA will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose for which the information may be used.

### ***Principle 12 — Access to personal information***

Personal information held by AuCA about an individual, will be provided to the individual on request by the individual, in a form or manner suitable to the individual's reasonable needs.

When installing, operating, or maintaining its computer network, AuCA will take whatever measures are practicable, or are required by law, to ensure the privacy of communications passing over its network.

### ***Principle 13 — Correction of personal information***

AUCA will endeavour to ensure the personal information is correct and up to date.

## **Client Evidence Collection – Privacy**

As a registered training organisation, AuCA needs to sight and collect a range of evidence in order to deem candidates competent in their courses. In some cases, this requires the sighting of confidential client information / details / records / processes in order to confirm competency.

While AuCA is bound by the Privacy Act, and all records are secure and confidential, wherever possible, AuCA will utilise non confidential forms of evidence for assessment purposes, or will request 'mock' or 'example' documentation, rather than actual client information.

If there are Privacy concerns for your client's information or records, you should discuss these concerns with your AuCA trainer and identify alternative sources of evidence to complete your course program.

## Employability Skills Summaries

AUCA students and employers should be advised that *Employability Skills Summaries* for training package qualifications delivered by AuCA can be found from <https://www.yourcareer.gov.au/occupations>

### ***Further Information***

AUCA: 0416 095 263

ASQA        1300 701 801

[www.asqa.gov.au](http://www.asqa.gov.au)

[www.training.gov.au](http://www.training.gov.au)