

Privacy Policy

AgForce Training is committed to complying with obligation under Privacy Act 1988, and the associated national Privacy Principles (NPPs). Furthermore AgForce Training is committed to safeguarding any confidential information obtained by AgForce Training.

In doing so, AgForce Training will ensure:

- information gathered for the express purpose of training and assessment matters will not be disclosed to a third party unless prior written consent is provided by the individual concerned, except that required by law;
- the secure storage of all records;
- the confidentiality of all information maintained on records.

AgForce Training is committed to providing quality training and assessment in accordance with the VET Quality Framework (VETQF). As such, AgForce Training is required to have effective administrative and records management procedures in place ensuring the privacy and confidentiality of all students, staff and contractors.

The **National Privacy Principles** (NPPs) relate to:

1. The collection of information

AgForce Training will collect personal information only for the purpose of carrying out its role in providing Training and assessment and professional development to its clients. Collection of personal information must be fair, lawful and unobtrusive.

AgForce Training will take all reasonable steps to inform students of:

- The purpose for which the information was collected
- Any law that required the information to be collected.

2. The use and disclosure of information

AgForce Training may only use or disclose the information for the purpose it was collected (primary purpose) unless the person has consented. Marketing material should advise that the person may request not to receive the material and it should set out the contact details of the firm. Personal information may be disclosed when it is necessary to assist an enforcement body to perform its function of to prevent a threat to life and ensure health and safety.

3 Data quality

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

4 Data security

AgForce Training must take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure. AgForce Training will ensure that all computer systems are password protected and paper files stored in locked filing cabinets with only authorised staff granted access. Breaches of this principal by AgForce Training staff will instigate disciplinary action.

5 Openness

AgForce Training must have a policy document outlining its information handling practice and this document will be made available to any member or the public upon request. AgForce Training will also enable access to this policy via its internet site.

6 Access and correction

AgForce Training must give an individual access to personal information it holds about that individual on written request. Exceptions apply, such as where this would pose a serious threat to life or health, it is vexatious, it impacts on another person's privacy, there are legal proceedings, or it is prejudicial to the police investigation, etc. Reasonable steps must be taken to correct information.

7 Identifiers

AgForce Training will not use an identifier that has been assigned by a Commonwealth government 'agency', for example, social security numbers for the purposes of identifying clients.

8 Anonymity

AgForce Training will where practicable and lawful give people the option to interact anonymously. Where personal identity can be protected without adverse consequences, AgForce Training will depersonalise the data before disclosure or use.

9 Trans-border data flow

AgForce Training can only transfer personal information to a recipient in a foreign country in circumstances where the information will have appropriate protection such as similar privacy legislation, or with consent.

10 Sensitive information

AgForce Training will not collect sensitive information unless the person has consented, or it is required by law or in special circumstances, for example, to a health services or for public health or safety.

- AgForce Training is bound by the NPPs. However, some exemptions are contained within the NPPs with respect to matters such as the disclosure of information relating to public health or public safety, the disclosure of information with respect to law enforcement enquiries and the disclosure of particular information relating to legal proceedings and negotiations.
- The kind of personal information held by AgForce Training includes the following:
 - Personal information collected in connection with AgForce Training members at the time that applications for membership are made and as later required as part of the delivery of training and assessment services by AgForce Training to those members;
 - Information collected from members of the public in connection with training and assessment services relating to real estate matters;
 - Information obtained by AgForce Training through the internet site.
- AgForce Training holds the information referred to above for the primary purpose of enabling it to conduct the services that it provides to its members and the public.

Information collected

- Collection of information is fair, lawful, unobtrusive and necessary for the organisation functions. AgForce Training advises clients, staff and trainers of the purpose for collecting information, how it is used and how they can gain access to their personal information held by AgForce Training.
- Information is collected from potential students upon initial enquiry in order to send out course information.
- Information may be collected from students for enrolment purposes. Assessment records are kept as required by the Australian Skills Quality Authority (ASQA). Information is also collected during the provision of training and assessment services. This is for the purpose of processing your registration for an AgForce Training course and as required by ASQA and the VETQF
- AgForce Training may conduct student surveys to collect information on the training provided.

- Personal and professional information is collected from staff and trainers to enable AgForce Training to assess the professional standards of staff and trainers.

Confidentiality

- AgForce Training is bound by the Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2000 and has developed a AgForce Training Privacy Policy.
- AgForce Training will ensure the safeguarding of any confidential information obtained regarding participants.

Disclosure of Information

- AgForce Training will ensure that participants have access to their personal records and will disclose information relating to the individual participant on request by that individual, to that individual. Exceptions apply, such as where this would pose a serious threat to life or health, it is vexatious, it impacts on another person's privacy, there are legal proceedings, or it is prejudicial to a police investigation, etc.
- AgForce Training will not disclose information about a participant to a third party without prior written consent of the participant.
- AgForce Training will only disclose personal information to other parties, only where it is required to do so by law or other requirements, such as where it relates to law enforcement, health and safety or vocational education and training reporting in compliance with the VETQF, or as otherwise allowed under the Privacy Act 1988.

AGFORCE TRAINING Privacy Policy

- AgForce Training is bound by the Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2000 and has developed a AgForce Training Privacy Policy.
- AgForce Training respects clients, staff and trainers right to privacy.
- AgForce Training has procedures in place to ensure the integrity, currency, accuracy and completeness of information.
- AgForce Training has procedures in place to protect personal information from misuse, loss or unauthorised access, modification or disclosure.
- AgForce Training's privacy policy may be revised from time to time, in accordance with the Privacy Act 1988.

Use of Participant information

- AgForce Training will provide participant information to training staff or consultants on a need-to-know basis only.
- AgForce Training only uses information collected for the expressed purpose for which it was collected, unless prior consent is obtained from the person.
- AgForce Training does not use personal details (specifically photographs or names) in direct marketing without obtaining prior expressed permission from the person concerned.
- AgForce Training may use personal details to advise students of forthcoming events and training courses, for direct marketing and research purposes, however only where individuals have provided their consent to receiving such information.