

# AVTES PRIVACY POLICY (STUDENT DATA)

## Introduction

AVTES is committed to protecting all client's privacy in line with relevant legislation. To protect all personal information and ensure its confidentiality, AVTES has created the following policy.

## Collection of Information

In order for AVTES to enrol a student into a training program of their choice, a number of personal details must be collected. These details are sourced through the completion of an Enrolment Form and/or details required by the State and Commonwealth regulations.

Other details relating to a student's progress throughout a training program or Recognition of Prior Learning (RPL) application may also be collected. These details are primarily sourced from the student as required, but may also include second and/or third party contributions related to the program requirement.

Students are also invited to participate in satisfaction surveys, which may gather additional personal details. These surveys are designed to assist AVTES in improving our level of service and maximising the opportunities and benefits for our students.

## Storage of Information

All students' personal details are stored in a single secure database on our premises. Access is controlled and limited to only those staff members responsible for managing enrolments, results and certification, accounts, training and assessment.

## Accuracy of Information

AVTES makes every effort to keep student and client details accurate and up-to-date and information is immediately updated if errors or changes are identified. To this end, AVTES recommends that students:

- inform AVTES immediately if they find errors in their personal information; and
- keep AVTES informed of changes to their personal details (name, address or telephone number etc) or any anomalies which have occurred during the enrolment process.

## Disclose of Information to Other Parties

No personal information is taken off-site or otherwise disclosed to any third party except when required to report statistical and program progression information as stipulated by legislative regulations, eg. the completion details of Government funded training programs. In such cases, information is protected by the confidentiality principles practiced by Government authorities.

## Student Access to Information

It is a student's legal right to know exactly what personal information and program records are held by AVTES. Such information is available at all times either over the telephone or in writing. To protect the privacy of clients, AVTES will confirm personal details before providing any information over the telephone.

## Records & Information Access

Records and information relating to each student are held confidentially. Should access to these records and information be required by the participant, disclosure can be granted upon application as aforesaid.