



Privacy and Confidentiality Policy

The Privacy section of this Policy applies to all individuals who provide personal information to ADI for the primary purpose of education delivery and associated government requirements and is interpreted to conform to the requirements of *the Privacy Act 1988*. The legislation is held electronically by ADI and is accessed by staff through the document library.

The information that an individual provides to ADI may be shared with the Commonwealth, State Governments and designated bodies only as required by legislation, including the Data Provision Requirements of the VET Quality Framework.

Some sensitive information (i.e. health, LL & N levels) is required to help our duty of care to students and staff with all information being solicited for the intended purpose. We do not receive unsolicited information.

Anonymity of, and use of pseudonyms by, the individual is not permitted as it is impracticable for ADI to deal with individuals who have not identified themselves or who have used a pseudonym.

Students will have an individual student identification number which is used for identification purposes only and if the government requires own identifier (i.e. Unique Student Identifier) this will be separate to the ADI internal identifier.

ADI will not disclose an individual's personal information to an individual or an organisation other than as required by legislation unless:

- written consent has been provided by the individual to disclose personal information to another person
- ADI believes there are reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual or of another person
- The disclosure is reasonably necessary for the enforcement of the criminal law or of the law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue.

There are no circumstances where ADI provides any information collected to any entity that is not onshore. External computer server backup is housed onshore (Australia).

Where personal information is disclosed for the purposes of enforcement of criminal law or of a law imposing a pecuniary penalty, or for the purpose of protection of public revenue ADI will retain a record and the circumstances in which the information has been disclosed.

ADI will not use personal information for any marketing purpose unless consent is obtained from the individual.

ADI is required to keep information regarding qualifications gained by students for a period of 30 years. This information is retained to enable re-issuance of the original qualification(s) or Statement(s) of Attainment.



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Australian Privacy Principles

ADI adheres to the requirements of the 13 Australian Privacy Principles from Schedule 1 of *the Privacy Act 1988*.

A copy of the 13 Australian Privacy Principles can be downloaded from: www.oaic.gov.au being the site of the Office of the Australian Information Commissioner.

All information is in individual student files under protected access. Electronic data is held via password protected computer access with restricted access. Staff information is held by the Human Resource Manager and student information is held by the Database Administrator.

All information is disposed of when no longer required – refer to Student Record Management Policy and Procedure.

Australian Privacy Principles

Australian Privacy Principle 1 — Open and transparent management of personal information

Australian Privacy Principle 2 — Anonymity and pseudonymity

Australian Privacy Principle 3 — Collection of solicited personal information

Australian Privacy Principle 4 — Dealing with unsolicited personal information

Australian Privacy Principle 5 — Notification of the collection of personal information

Australian Privacy Principle 6 — Use or disclosure of personal information

Australian Privacy Principle 7 — Direct marketing

Australian Privacy Principle 8 — Cross-border disclosure of personal information

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

Australian Privacy Principle 10 — Quality of personal information

Australian Privacy Principle 11 — Security of personal information

Australian Privacy Principle 12 — Access to personal information

Australian Privacy Principle 13 — Correction of personal information



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Access to personal information

Students are entitled to have access to their student record on request and there is no charge for this access. To facilitate this, students who request to access their records are to be provided with this access at the earliest opportunity.

They may view their record in the presence of a representative from ADI.

Students who wish to access or peruse their computerised or paper record retained by ADI will be permitted to do so during office hours (9 am to 5 pm, Monday to Friday).

Access will need to be arranged prior with the RTO Manager.

Records may not be removed from ADI. Students are permitted to take notes on information appearing on their record.

The file remains the property of ADI and is to be retained to comply with regulatory requirements. Requests by students to access records are to be dealt with quickly and in a friendly and professional manner.

If an individual identifies that there is an error with the personal information being kept by ADI a request to amend the information can be made. Corrections will be made within seven days from the error being identified and a notation will be made on the individual's file.

Written requests should be sent to ADI via post or email and must include verifiable identification:

Postal: RTO Manager, 27 Aeroglen Drive, Cairns QLD 4870

Email: info@drillinginstitute.com

The RTO Manager will process this request within seven days on receipt of the written request.

Staff access to records

Staff are entitled to have access to their records on request and there is no charge for this access. To facilitate this, staff who request to access their records are to be provided with this access at the earliest opportunity as determined by the Human Resource Manager.

They may view their record in the presence of a representative from ADI.

Records may not be removed from ADI.

Staff are permitted to take notes on information appearing on their record.

The file remains the property of ADI and is to be retained to comply with regulatory requirements. Staff can request any outdated or inaccurate information be corrected in their staff file.

ADI has an open and transparent methodology in the collection and maintenance of records.

If a complaint is raised in regards to the Privacy of Personal information, the complainant may provide their complaint in writing to the CEO who will respond as per the ADI Grievance and Appeal policy and procedure.

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Unique Student Identifier

The personal details of individuals held by the Student Identifiers Agency will be protected by *the [Privacy Act 1988](#)*. In addition, the [Student Identifiers Act 2014](#) establishes a confidentiality scheme for the USI.

USI legislation requires that we keep all records concerning USIs protected from misuse, interference and loss, unauthorised access, modification and disclosure. It also provides for the Australian Information Commissioner to investigate any breach of the USI confidentiality initiative as if it is an interference with the privacy of an individual for the purposes of the Commonwealth Privacy Act.

A USI must not be used for any purpose other than those specifically allowed under the legislation. Refer to the Unique Student Identifier Policy and Procedure for further information.

Data Provision Requirements

We collect information that is needed under the VET Quality Framework. This data includes yet is not limited to: Total VET Activity Data (AVETMISS), reported to NCVER and the Quality Indicator data (reported to ASQA).

Confidentiality

Confidentiality applies to the relationship of confidence. Confidentiality ensures that information is accessible only to those authorised to have access, and is protected throughout its lifecycle. Confidential information may be marked as such or deemed confidential by its nature, e.g. it is information that is not available in the public domain.

Organisational information includes publicly available, and some confidential, information about organisations. Organisational information is not covered in *the Privacy Act (1988)* but some organisational information may be deemed confidential.

ADI when partnering with a Client/Company for the purposes of sharing information of a confidential nature will instigate the “Confidentiality Agreement” (ADI-QMS-PAC-AGR-031-001) which both parties to the agreement must sign.

The confidentiality agreement is a binding document between the two parties, each party will retain a copy of the agreement in a secure location.

The confidentiality agreement will highlight the extent of the information provided, its intended use and upon agreement termination or agreement completion will identify how the information shared will be returned, destroyed or deleted by each party involved.