



Hartwig Air Policy

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Policy Number	P134
Policy Title	Privacy Policy
Date Issued	31 December 2020
Next Review	31 December 2021
Document Type	Public
Policy Ownership	Chief Executive Officer

Privacy Policy

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BRUCE HARTWIG FLYING SCHOOL PTY LTD TRADING AS HARTWIG AIR

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RTO NUMBER 4439 CRICOS NUMBER 02845E ABN 87 132 770 480



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PURPOSE

The purpose of the Privacy Policy is to ensure that all Hartwig Air staff, students, trainees, and stakeholders are aware of the legalities and responsibilities attached to the Privacy Act 1988 (amended by the Privacy Amendment (Private Sector) Act 2000) and principles and the consequences of not adhering to the requirements.

Under the Data Provision Requirements 2012, Hartwig Air is required to collect personal information about students and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

POLICY

It is the policy of Hartwig Air to assure the privacy of our staff, students & trainees and stakeholders at all times.

It is the policy of Hartwig Air to gain written authority from staff, students & trainees and stakeholders for the sharing or dissemination of information directly related to the provision of its services.

The only exception to the above is a requirement by law to provide evidence or where Hartwig Air's duty of care legally requires the provision of that information i.e. under Mandated Notification requirements.

PRIVACY NOTICE

Where Hartwig Air collects any personal data, information on where to find this policy will be included. If information is collected by electronic form, a hyperlink to a public copy of this policy will be included and the person submitting the form will have to acknowledge reading this policy. If personal information is being collected for vocational education and training (VET) courses, acknowledgment of reading Appendix 1 of this policy from the person submitting the personal information. Appendix 1 does not apply to non-vocational education and training (VET) courses.

PROTECTING PERSONAL INFORMATION

Hartwig Air is committed to managing and protecting the personal information (such as name, address, date of birth, personal email address, etc.) that all stakeholders share with us.

Implementation of this policy ensures that all stakeholders will have confidence that all personal information provided to Hartwig Air is solely used by the organisation within the guidelines of the Privacy Act 1988 (amended by the Privacy Amendment (Private Sector) Act 2000) and in an ethical and sensitive manner.

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REASON FOR COLLECTING PERSONAL INFORMATION

Hartwig Air is required to collect personal Information to run its business effectively. We are required to:

- Maintain administration functions such as financial, record keeping and risk management.
- Conduct training and assessment.
- Comply with Legislative and Regulatory requirements (provide information to the state governing body).
- Conduct research.

THE COLLECTION, USE AND DISCLOSURE OF PERSONAL INFORMATION

Persons using our websites may do so aware that the sites do not collect information of a personal nature from such visits.

Information submitted digitally to our organisation (i.e. electronic data, using an electronic form or application or by sending an email) is collected and used for the nominated purpose only.

INDIVIDUAL STAKEHOLDER

Hartwig Air acknowledges that individuals provide personal information to it on a voluntary basis to assist us to administer and provide quality service and outcomes on their behalf.

Hartwig Air will use contact details to assist in the administration of its services.

Hartwig Air will not disclose personal information to an external company or third party without prior written permission from the individual. An instance where this may apply is where a student or trainee or potential student or trainee is referred for placement with an Employer.

Personal information will not be sold to anyone and will not be used for promotions independent of Hartwig Air.

If there is no longer any legitimate purpose for retaining personal information, and within Records Management Legislative compliance, it will be destroyed.

WEB LINKS

Persons visiting Hartwig Air's web site are able to access various other sites by clicking on links that our organisation embeds within its site. Persons should be aware that other sites may not be subject to the same privacy standards and procedures.

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EXAMPLES OF PERSONAL INFORMATION HARTWIG AIR MAY HOLD (including Sensitive Information) ARE:

- Name
- Address
- Telephone Number
- Fax Numbers
- Date of birth/age
- Place of birth
- Ethnic origin
- Language spoken at home
- Email address
- Photograph
- Apprentice Results
- Educational Qualifications
- Support service

CHANGES TO OUR PRIVACY STATEMENT

This information relates to Hartwig Air's current privacy policy and standards. Hartwig Air may vary its privacy standards from time to time. Hartwig Air will make public statements of any changes by publishing them on its website, <http://www.hartwigair.com.au> or via written notification to our stakeholders.

FEEDBACK

Comments regarding Hartwig Air's privacy statement and policy should be provided in writing.

PRIVACY POLICY EXPLANATIONS

Hartwig Air is committed to complying with the Australian Privacy Principles as set out in the Commonwealth of Australia Privacy Act 1988 and any and all following amendments (Privacy Act 1988).

In compliance with the Privacy Act 1988, the following explanation has been developed detailing how Hartwig Air will meet the minimum standards for the collection, use and disclosure of personal information.

1. Collection

Hartwig Air will only collect personal information that is necessary to carry out legitimate activities. Information will be collected in a legal and just method and will not, where reasonably possible, be intrusive. Personal information will only be collected from the individual it relates to.

When collecting personal information, Hartwig Air will take reasonable steps to ensure that the person is informed of:

- Our identity
- The purpose of collection

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- Their rights to access Personal Information held by this organisation.

2. Use and Disclosure

Hartwig Air will only use or disclose information for the primary purpose (original reason for information being collected). Hartwig Air will not use or disclose information for a secondary purpose (any other purpose than the primary purpose) unless the individual has consented in writing to the use or disclosure.

Hartwig Air will provide reasonable opportunity for an individual to opt-out of any activity that will make use of their Personal Information.

3. Data Quality

Hartwig Air will take all reasonable steps to ensure that Personal Information is accurate, complete and up to date at the time of collection and use.

4. Data Security

Hartwig Air will take reasonable steps to ensure personal information is safe from misuse, loss, or unauthorised access, alteration or disclosure. Information will be destroyed, or identifiers removed, when it is no longer needed for either the primary or approved secondary purpose or the required retention period set by Commonwealth and State legislation.

Hartwig Air will take reasonable steps to ensure the security of physical files, computers, networks and communications are maintained at all times.

5. Openness

Hartwig Air will make available, on request, our Privacy Statement and Policy. We will also, on request and within reason, inform an individual of:

- What type of Personal Information we collect and hold;
- For what purpose;
- How it is collected;
- How it is used and disclosed.

6. Access and Correction

Individuals may access their personal information by putting their request in writing and submitting their request to the Office Administrator. Identity must be verified before information is released. This may incur a fee.

When requesting access to personal information, individuals will:

- Provide two (2) acceptable proofs of their identity;
- Advise what format they require the information;
- Provide data storage, if necessary;
- Pay any reasonable associated fees (Hartwig Air may need to charge an administrative fee for access to and copy of personal information);

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Allow 15 working days for processing (i.e. 3 weeks)

7. Identifiers

Hartwig Air will not assume, as its own identifier of a person, an identifier that has been assigned by a Government agency or agent or a contracted service provider for a Commonwealth Contract. Note: A person's name or ABN number is not considered to be an identifier.

8. Anonymity

Where it is legal and practical, Hartwig Air will make available to individuals' options of not identifying themselves when entering into transactions with our organisation.

9. Trans-Border Data Flow

Hartwig Air will not transfer personal information to a foreign company or organisation unless required to do so under relevant legislation and government directives. Notification of such an information transfer will be provided to the individual concerned.

10. Sensitive and Health Information

Hartwig Air will not collect information that is of a sensitive nature unless prior permission has been received from the individual and/or it is required under relevant Commonwealth and/or State legislation.

DURATION

Hartwig Air is required by law to retain all records applicable to a person's learning/training for a period of 30 years. These will be archived 12 months after completion of the accredited course or qualification.

If Hartwig Air ceases operation as an RTO either the new owner or ASQA will take charge of those records and maintain them under the same guidelines. Queries about the privacy and security practices for Hartwig Air should be addressed to the Office Administrator.

If a stakeholder believes that their personal information has not been dealt with in accordance with any information privacy principle a written complaint may be made to the CEO.

Please refer to the Hartwig Air Grievance, Complaints & Appeals Policy & Procedure in the Student Handbook or request a copy from the Office Administrator

RESPONSIBILITIES

It is the responsibility of the CEO, Office Administrator and/or employee supervisors to ensure that all employees are conversant and understanding of the requirements of the Privacy Policy and Privacy Act 1988.

It is the responsibility of staff to ensure that their behaviour aligns fully with the Privacy Policy and Privacy Act 1988 at all times and that any breach of the policy or Act is reported immediately to the CEO.

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APPENDIX 1 – PRIVACY NOTICE FOR VOCATIONAL EDUCATION AND TRAINING (VET) COURSE

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- Administration of VET, including program administration, regulation, monitoring and evaluation
- Facilitation of statistics and research relating to education, including surveys and data linkage
- Understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

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For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at www.ncvet.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Hartwig Air to:

- Request access to your personal information
- Correct your personal information
- Make a complaint about how your personal information has been handled
- Ask a question about this privacy notice

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