

Privacy Policy

Relevant Standards: *Standards for Registered Training Organisations (RTOs) 2015* Standard 8.5 and 8.6

Purpose

Australian Institute of Arboriculture is committed to maintain the privacy of personal information provided by staff and clients in accordance with the requirements of the 'Standards for Registered Training Organisations (RTOs) 2015' and National Privacy Principles of the Privacy Act 1988.

Policy Principles

Australian Institute of Arboriculture is committed to the Australian Privacy Legislation and this policy describes how:

1. **Australian Institute of Arboriculture** will comply with the Commonwealth Privacy Act 1988
2. The Privacy Amendment (Enhancing Privacy Protection) Act 2012,
3. and National Privacy Principles in the way it collects, uses, secures and discloses personal information.

Data Collection on Website

1. **Australian Institute of Arboriculture** lawfully collects personal information that is necessary both for appropriate marketing and promotional information sent to potential clients, and the marketing and promotion of products and services of third parties elected by **Australian Institute of Arboriculture** for the purpose disclosed at the time of collection and other purposes set out in this Privacy Policy.
2. By providing the limited personal information on **Australian Institute of Arboriculture** website, any other website promoting our products and services, or through other means, clients and potential customers agree to allow **Australian Institute of Arboriculture** and other third parties elected by **Australian Institute of Arboriculture** to send out marketing materials including, but not limited to their promotions and special offers, product information, information about services, newsletters, and other forms of communication from time to time.
3. We will disclose basic information that we gather about our staff or learners only to third parties that we elect as having potentially relevant or useful products and services to them. We use the information collected only for the services we provide and our third parties we elect. Email addresses, phone numbers, product enquiry information, and first and last names may be shared with a third party elected by **Australian Institute of Arboriculture** however no other staff or learner information is shared with another organisation unless required by Commonwealth and State Government authorities and agencies.
4. If staff or learner information is required or requested by any third party outside of those which **Australian Institute of Arboriculture** elects, we will obtain written consent from the relevant staff or learner prior to release of any information. Should staff or learners seek access to their information, they will be asked to supply their name, date of birth and address as identification before this can occur.

Data Collection to Provide Training and Assessment Services

1. In order to provide training and assessment services, **Australian Institute of Arboriculture** lawfully collects personal information from staff and clients that are necessary both for appropriate marketing and promotional information to be sent to potential clients; and for the business to function.
2. The information collected and held will depend upon the products and services requested. This information is required to be reported to ASQA under the requirements of the Australian Vocational Education and Training Management Information Statistical Standards (AVETMISS).
3. Information collected may include, but is not limited to:
 - a. Full name
 - b. Address
 - c. Contact details (telephone and email)
 - d. Date of Birth
 - e. Gender
 - f. Cultural Background (Indigenous)
 - g. Country of birth
 - h. Language spoken at home
 - i. Level of English spoken
 - j. Disability information
 - k. Highest schooling completed
 - l. Other qualifications completed
 - m. Current employment status
 - n. Emergency contact

4. **Australian Institute of Arboriculture** will only collect personal information by fair and lawful means.
5. The enrolment form completed by clients contains a disclaimer outlining why the personal information is collected and how it is to be used. Clients are required to sign the disclaimer as their agreement to the use of their personal information.

Use and Disclosure

1. By providing personal information to **Australian Institute of Arboriculture** on the website, any other website promoting our products and services, or through other means, clients and potential customers agree to allow **Australian Institute of Arboriculture** and other third parties elected by **Australian Institute of Arboriculture** to send out marketing materials including, but not limited to their promotions and special offers, product information, information about services, newsletters, and other forms communication from time to time.
2. **Australian Institute of Arboriculture** uses the information collected for either marketing and promoting our products and services, or marketing and promotion of the products and services of third parties elected by **Australian Institute of Arboriculture** for the purpose disclosed at the time of collection and other purposes as set out in this Privacy Policy. **Australian Institute of Arboriculture** will not use personal information for any other purpose without first seeking consent, unless authorised or required by law. Generally, **Australian Institute of Arboriculture** will only use and disclose personal information:
 - a. To establish and maintain the relationship to **Australian Institute of Arboriculture**
 - b. To promote and market its products and services
 - c. To provide the products and services requested from **Australian Institute of Arboriculture** and other learning providers in which you enrol or apply to enrol
 - d. To promote and market the products and services of third parties elected by **Australian Institute of Arboriculture** that may have products and services of interest to clients and potential customers
 - e. To administer and manage those products and services
 - f. To comply with Commonwealth and State Government laws and regulations including the Education (General Provisions) Act 2006 and the Education (Queensland Studies Authority) Act and Regulation 20012 where applicable.
 - g. To report to National Registering Bodies in relation to training services provided.

3. Access to learner personal information beyond that shared with third parties for promotional purpose (email addresses, phone numbers products, product enquiry information and first and last names) is available on application through the Administration Team of **Australian Institute of Arboriculture**. Access to personal information will be controlled at all times. A person requesting any information will be accompanied for the entire time they are in possession of their personal information by the Administration Team of **Australian Institute of Arboriculture**.
4. Learners have the option to request no further contact from **Australian Institute of Arboriculture** or one of **Australian Institute of Arboriculture** elected third parties by clicking the "UNSUBSCRIBE" link provided on emails received.

Agents, Contractors and Other Third Parties

Our agents, contractors and other third parties, who requires personal information to provide a legitimate service, are also bound by these terms of privacy to ensure that client and participate personal information remains protected at all times.

Use of Internet

The internet may be used to transmit client and learner personal information from delivery sites to other sites and to state/federal registering bodies. Security of data transmitted to state and federal registering bodies is managed by the respective bodies and we have taken all reasonable steps to protect and secure personal information when using the internet.

Data Quality

We will ensure that personal information is accurate, complete and up-to-date. Clients and learners are encouraged to help us keep their personal information accurate, complete and up-to-date by contacting and informing us of any changes.

Access to Records

1. **Australian Institute of Arboriculture** will not disclose information that we gather about our learner to any third party (apart from those exceptions previously stated.)
2. In learner information is requested by third party we will require authority from the relevant learner prior to release of any information. Learners will be asked to supply their name, date of birth and address as identification before this authority can be given. This authority will be kept on the Learner Profile for as long as the learner endorses it.
3. Should staff or learners seek access to their information, they will be asked to supply their name, date of birth and address as identification before this can occur. Access to learner personal information is available on application through the Administration Team of **Australian Institute of Arboriculture**. Access to personal information will be controlled at all times.

Privacy Concerns

Clients are able to raise any concern they may have regarding personal information handling practices by contacting our administration staff.

Monitoring and Improvement

Australian Institute of Arboriculture is responsible for all continuous improvement process in relation to the privacy policy and procedure and ensuring that all staff, including those from third part provides are complying with the provisions of this policy.