

Privacy Policy

Purpose

Jigsaw Training Group collects personal information to provide training and assessment services. The RTO takes the security of individual's private information and compliance with the Privacy Act seriously and for this reason use the information provided only for the purpose it was provided for.

Handling and protection of personal information is regulated under the Privacy Act 1988. The Privacy Act includes 13 Privacy Principles that apply to the handling and use of personal and sensitive information.

Personal information is defined under the Privacy Act as:

"Information or an opinion about an identified individual, or an individual who is reasonably identifiable"

(a) whether the information or opinion is true or not; and

(b) whether the information or opinion is recorded in a material form or not

The information within the Privacy policy is for Students, Staff and other individuals and made publicly available. This policy made available on the RTO's website and handbooks.

Collection of personal information

Personal and sensitive information is collected through the enrolment process and payment of fees in carrying out its functions as a Registered Training Organisation (RTO). This information is collected in accordance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015, the National VET Regulator Act 2011, Data Provision Requirements and the requirements for Total VET Reporting.

Personal information that is collected includes:

- Address
- Contact details (telephone and email)
- Postal address
- Date of birth
- Gender
- Unique student identifier
- Emergency contact details
- Employment status including employment details (where necessary)
- Language spoken
- Reasons for study
- Education background
- Other legal requirements

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Sensitive information that is collected includes:

- Ethnicity and origin
- Language, literacy and numeracy support needs
- Health, disability and support needs
- Financial details such as credit card number

Disclosure of personal information

Personal information about participants studying with Jigsaw Training Group may be shared with Commonwealth and State Government agencies as required. Information regarding participation and enrolment will be shared with the Australian Skills Quality Authority (ASQA) and the National Centre for Vocational Education Research (NCVER) and the Department of Education Training and Employment (DETE). For students studying and accessing government funding, it is important that you are aware that information is shared with the agency responsible for the funding.

Jigsaw Training Group does not disclose an individual's personal information to another person or organisation unless:

- a) the individual concerned is aware that information is passed to that person or organisation;
- b) the individual concerned has given written consent to the disclosure;
- c) the Institute believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
- d) the disclosure is required or authorised by or under law; or
- e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Any person or organisation to whom personal information is disclosed as detailed in this policy is not to disclose or use the information for any other purpose than what it was supplied to them for.

Security and storage of information

Jigsaw Training Group will take all steps possible to protect the security of the personal information that it holds, including taking appropriate measures to protect electronic materials and hard copy documents. We protect the personal information we hold against loss, unauthorised access, misuse, modification, copying, download or disclosure. All staff of the Jigsaw Training Group are bound to act in accordance with the Australian Privacy Principles, this Privacy and Personal Information Policy and privacy and confidentiality.

Where information held by the Jigsaw Training Group is no longer required, and retention not required by law, then all information of a personal nature will be destroyed safely.

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Access to personal information

The RTO makes available to students their personal information and access to their records upon request. There is no charge for a student to access their student file although a charge may apply to make a copies of documents. For access to Student records students should contact their Trainer or the administration staff.

Staff commitment to privacy and confidentiality

All staff, upon commencement, are required to sign to confirm that they have received a copy of and understand the content of this policy. All staff are committed to and implement their responsibilities under the Australian Privacy Principles.

Updating personal information

It is the individual's responsibility to keep the RTO up to date of any changes to contact details. A [Change of Enrolment form](#) is available and must be completed as soon as is practicable. This allows the RTO to maintain communication with the Student.

Complaints and Compliance with this policy and Australian Privacy Principles

Any concerns regarding the privacy of personal information, may lodge a complaint to the General Manager in accordance with the Complaints and Appeals Policy and Procedure.

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