



**VITALIS TRAINING CENTER**

## **Privacy Policy**

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# Privacy Policy

## Purpose:

The Vitalis Training Centre recognizes the importance of privacy and security of the personal details of all students, staff, clinic clients, and customers. The Privacy Policy indicates the minimum privacy standards for handling personal information, in relation to internal and external practices. The policy aims to protect and provide absolute privacy and quality assurance for all people who are involved with the Vitalis Training Centre.

The Vitalis Training Centre is committed to following the guidelines, requirements, and spirit of the Commonwealth Privacy Act 1988 and the Australian Privacy Principles as described in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

## Scope:

- All staff
- All students
- All governance
- All clinic clients
- All third parties who may have dealings with the Vitalis Training Centre or a Vitalis Training Centre representative.

## Policy Statement:

### Overview

The Vitalis Training Centre handles personal information in relation to staff, students, clinic clients and customers, hereafter referred to as 'stakeholders'. This policy is an essential measure in delivering superior customer service and ensures appropriate infrastructure is in place to effectively manage privacy requirements.

The Vitalis Training Centre's Privacy Policy seeks to:

- Ensure personal information is collected, stored, and used in accordance with the [Privacy Act 1988](#).
- Acknowledge the responsibility of the Vitalis Training Centre in ensuring that stakeholder information is protected.
- Protect the privacy of stakeholders by ensuring that only relevant personal information, which is necessary to provide products and services, is collected.

- Ensure that all personal information collected, used, or disclosed is accurate, complete, and up-to-date.
- Obtain consent to collect sensitive information.
- Take reasonable steps to make an individual aware of
  - Why we are collecting information about them
  - Who else we might give it to, and
  - Other specified matters.
- Destroy or permanently de-identify personal information if we no longer need it for any purpose for which we may use or disclose information.
- Ensure privacy is protected by the use of an 'Opt-In' approach which permits the Vitalis Training Centre to specifically utilize contact information for outlined and appropriate promotional contact. As such, in providing personal information to the Vitalis Training Centre, it is deemed that the individual has 'Opted in' under the Vitalis Training Centre's Privacy Policy. The Vitalis Training Centre also commits to providing the individual with an 'Opt-Out' option at any time.
- Ensure that any personal information disclosed to third parties is treated in accordance with the Privacy Act 1988 (Cth) and any other relevant legislative or organizational policy.

The Vitalis Training Centre does collect statistical information that cannot be related to any specific individual for continuous improvement purposes and does not provide personal information to external parties for marketing purposes. Personal information relating to stakeholders (including the personal information contained on enrolment forms), may only be used or disclosed by the Vitalis Training Centre for statistical, administrative, regulatory, and research purposes.

## Terminology

**Personal information** means "personal information" as defined in the [Privacy Act](#). This information may include details such as an individual's name, address, billing information, contact telephone number, email address, or photograph.

**Products and services** means any product or service, provided to students, staff, or other stakeholders in the normal course of the Vitalis Training Centre's functions and activities.

This can be an activity performed in relation to an individual that is intended or claimed (expressly or otherwise) by the person performing it to:

- Assess, record, and maintain personal contact details for marketing of upcoming courses or events to students, staff and other stakeholders, including and outside service providers
- Develop and continue our relationship with students, staff and other stakeholders, including outside service providers.

**Opt-In** means that by providing personal information to the Vitalis Training Centre, the individual recognizes the right that they have provided consent for the Vitalis Training Centre to make contact with them regarding Vitalis Training Centre services.

**Opt-Out** means that the Vitalis Training Centre commits to making the option available to unsubscribe at any time.

## Breaches of Privacy

All incidents of breach in relation to this policy must be reported to the Academic Administrator.

### Discipline for Breach of the Privacy Policy

Breach of this policy by Vitalis Training Centre staff (including contract and academic contract staff) will result in disciplinary action, and/or termination of employment.

Breach of this policy by Vitalis Training Centre students will be treated as student misconduct. This may result in cancellation of enrolment and exclusion from the Vitalis Training Centre.

### Confidentiality

Unauthorised disclosure of Vitalis Training Centre information, including human resources data, student records, clinic client health information or the misuse of intellectual property belonging to the Vitalis Training Centre, is prohibited and may result in termination of employment (for staff) or exclusion from the Vitalis Training Centre (for students). All records and information referencing personal information must be managed in accordance with the [Records Management Policy](#).

## Australian Privacy Principles (APP)

### Open and transparent management of personal information

#### Kinds of information collected

All information collected by the Vitalis Training Centre is for the purpose of providing a high-quality service to all stakeholders.

The kinds of information collected and held by the Vitalis Training Centre on stakeholders may include:

- Full name
- Date of birth
- Contact details such as residential address, postal address, phone number and email
- Educational background

For students, this information may be collected when speaking with a Student Adviser or Admissions Adviser directly, when filling out the enrolment form, or when using the online application form on the Vitalis Training Centre website.

For staff, this information may be collected when speaking with a Human Resources Officer directly or when using the online application form on the Vitalis Training Centre website.

For clinic clients, this information may be collected when speaking with a clinic student or staff member directly, or when using the online booking form on the Vitalis Training Centre website. For customers, this information may be collected when speaking with a retail staff member directly, or when using the online store.

When enrolling into accredited programs and when gaining employment at the Vitalis Training Centre, the Vitalis Training Centre is obligated to obtain data for government reporting.

Government reporting data includes who participants are, where they study or work, and what they study or their role. This includes:

- age, sex, and other demographic information
- Indigenous and disability information
- geographic location
- type of provider (for example, government or private)
- location of training delivery
- enrolments in units of competency, as part of a qualification, and subjects as part of courses
- how it was studied (for example, classroom, workplace or online)
- how it was funded
- the results obtained for unit/subject (outcome)
- role at the Vitalis Training Centre
- educational background relevant to working at the Vitalis Training Centre
- experience relevant to working at the Vitalis Training Centre.

This information is collected only through the means outlined above. Where a stakeholder is unable to complete the relevant form this way, it can be completed over the phone.

Attendance at events or training/education sessions and progress through study is also kept on record.

When collecting personal information, the Vitalis Training Centre will take reasonable steps to inform the individual of the following:

- the identification of the Vitalis Training Centre and its contact details;
- how the individual may obtain access to his or her personal information;
- purposes for which the personal information is collected;
- to whom the personal information will be disclosed;
- consequences (if any) if the individual does not provide all of their personal information requested.

Vitalis Training Centre stakeholders may be portrayed in photographs, electronic images, and video recordings of events. Stakeholders may be demonstrating an implied approval of course and events by their presence. Stakeholders shall be asked if they wish to be photographed in such situations, and

where events are recorded, a suitable sign shall be prominently displayed at entry to the events indicating that they may be recorded and if appropriate the session/event documentation should indicate that recording may occur.

## **Anonymity and pseudonymity**

The provision of personal information is voluntary, and as such potential and current stakeholders may choose to remain anonymous or use a pseudonym.

The Vitalis Training Centre will provide individuals with the option of not identifying themselves when it is lawful and practicable to do so. For example, searching or enquiring about our courses, gaining background information about the Vitalis Training Centre as an organization, and exploring the public features of any of the Vitalis Training Centre's websites without making an identity known to us.

The Vitalis Training Centre may not however be able to provide appropriate products or services which a stakeholder customer may request without the required and correct personal information.

## **Collection of solicited personal information**

### **The Vitalis Training Centre's information collection principles**

- All information collected by the Vitalis Training Centre is for the purpose of providing a high-quality service for all Vitalis Training Centre staff, students, and clients.
- Only personal information necessary to provide one or more of its services or activities is collected.
- The collection of personal information should be conducted in a lawful and fair manner (the approach taken is open and not misleading), and in a way that is not unreasonably intrusive.
- If it is reasonable and practicable to do so, collect personal information about an individual only from that individual.
- If personal information is collected about an individual from someone else, take reasonable steps to ensure that the individual is or has been made aware of the matters listed in 1 above.
- The Vitalis Training Centre does not actively collect personal information which is "sensitive information" (as defined in the Privacy Act 1988) but may collect sensitive information by consent if it is volunteered.

### **Sensitive information**

The Vitalis Training Centre collects minimal data classified as sensitive information. Sensitive information relating to health must be collected with the consent of the individual unless it is required by law or unless it is necessary to prevent or lessen a serious and imminent threat to the life or health of that individual.

All sensitive information is collected and stored in compliance with other personal information as it relates to the Australian Privacy Principles.

## Dealing with unsolicited personal information

If the Vitalis Training Centre receives personal information and it does not solicit the information, the Vitalis Training Centre will (within a reasonable period after receiving the information) determine whether or not the information could have been collected as outlined under Australian Privacy Principle 3.

Where it is determined that the information gathered could have been obtained through normal solicited means, then the information must be managed as per Australian Privacy Principle 3.

Where the Vitalis Training Centre determines that it could not have collected the personal information (and the information is not contained in a Commonwealth record) the Vitalis Training Centre will, as soon as practicable but only if it is lawful and reasonable to do so, destroy the information or ensure that the information is de-identified.

## Notification of the collection of personal information

At or before the time or, if that is not practicable, as soon as practicable after, the Vitalis Training Centre collects personal information about an individual, it must take such steps (if any) as are reasonable in the circumstances to inform the individual of the following:

- The identification of the Vitalis Training Centre and its contact details.
- If the Vitalis Training Centre collects or has collected personal information from someone other than the individual and the circumstances of that collection.
- If the collection of personal information is required or authorized by or under an Australian law or a court/tribunal order – the fact that the collection is so required or authorized (including the name of the Australian law, or details of the court/ tribunal order, that requires or authorizes the collection).
- Purposes for which the personal information is collected.
- Consequences (if any) if the individual does not provide all of the personal information requested.
- To whom any personal information will be disclosed.
- How to access this policy to ensure they are aware of their right to access their information, where and how that information is stored, how to complain if a person feels their privacy has been breached, and if and to whom their information may go overseas.

## Use or disclosure of personal information

The following guidelines apply to use and disclosure of information:

- The 'primary' purpose for the collection of data is always made clear.
- Consent for secondary purposes may be obtained at the same time as gathering information for the primary purpose or by future call/contact.

Personal information may be used for secondary purposes, which include direct marketing, follow-up, relationship development, and promotion of the Vitalis Training Centre and journal publication.



- If the information is used for secondary purposes, the secondary purpose must relate to the primary purpose of collection, and if the personal information is sensitive information, directly relate to the primary purpose of collection; and
- The individual would reasonably expect the organization to use or disclose the information for a secondary purpose; or
- The individual has consented to the use or disclosure; or
- If the information is not sensitive information and the use of the information is for the secondary purpose of direct marketing:
  - It is impracticable for the Vitalis Training Centre to seek the individual's consent before that particular use.
  - The individual has not made a request to the organization not to receive direct marketing communications (opt-out), and
  - The Vitalis Training Centre's procedures and guidelines on direct marketing are complied with.

## Direct marketing

The Vitalis Training Centre may use the personal information it gathers to direct the market. This secondary use of information is made clear to each individual; the individual would therefore reasonably expect this contact and 'opt-out' or unsubscribe opportunities to be simple should they wish to opt out of this service at no charge to the individual.

## Cross-border disclosure of personal information

The Vitalis Training Centre will only transfer personal information about an individual to someone (other than within the Vitalis Training Centre or the individual) who is in a foreign country if:

- The organization reasonably believes that the recipient of the information is subject to a law, binding scheme, or contract which effectively upholds principles for fair handling of the information that is substantially similar to the National Privacy Principles; or
- The individual consents to the transfer; or
- The transfer is necessary for the performance of a contract between the individual and the organization, for the implementation of pre-contractual measures taken in response to the individual's request; or
- The transfer is necessary for the conclusion or performance of a contract concluded in the interest of the individual between the organization and a third party; or
- All of the following apply:
  - The transfer is for the benefit of the individual;
  - It is impracticable to obtain the consent of the individual to that transfer;
  - If it were practicable to obtain such consent, the individual would be likely to give it; and
  - The Vitalis Training Centre has taken reasonable steps to ensure that the information, that is transferred, will not be held, used, or disclosed by the recipient of the information inconsistently with the Australian Privacy Principles.

## Adoption, use, or disclosure of government-related identifiers

The Vitalis Training Centre does not adopt or disclose any government-related identifier of an individual as its own identifier of the individual unless the adoption of the government-related identifier is required or authorized by or under an Australian law or a court/tribunal order; if:

- The identifier is prescribed by the regulations; and
- The organization is prescribed by the regulations, or is included in a class of organizations prescribed by the regulations; and
- The adoption, use, or disclosure occurs in the circumstances prescribed by the regulations.

In this Privacy Policy, Identifier includes a number assigned by an organization to an individual to identify uniquely the individual for the purposes of the organization's operations. However, an individual's name or ABN (as defined under Section 30 of the Australian Business Number Act 1999) is not an identifier.

The Vitalis Training Centre does not employ as an identifier for an individual an identifier that has been assigned by:

- An agency; or
- An agent of an agency acting in its capacity as an agent.

## Quality of personal information

The Vitalis Training Centre will take all reasonable steps to ensure that the personal information it collects, uses or discloses is, having regard to the purpose of the use or disclosure, is accurate, up to date, and complete.

Procedures undertaken to ensure data quality include:

- Regular training of all relevant stakeholders in the use of the online options to update personal information.
- Verification of personal information during contact.
- Audit of any undeliverable email or mail (including relevant contact and updating).

## Security of personal information

The Vitalis Training Centre has implemented the following security safeguard and procedures to ensure individuals' personal information are restricted from:

- Misuse
- Loss; or
- Unauthorised access, modification or disclosure.

All data is stored in either secure hard copy format in locked cabinets with limited and registered access or electronically where access is restricted and password protected. Security safeguards presently in place include:

- Network access classes defined on a per-user basis, with access level based on a 'need to know' basis.
- General ledger access specified.
- Ability to lock out all users.
- The physical server is offsite in a locked, temperature-controlled room.
- Confidential documents are stored nightly in a lockable area.
- Data is archived securely.

All records must be kept securely and confidential information must be safeguarded. Records must be kept to avoid fire, flood, termites, or any other pests and be available when required by statutory authorities.

## Access to personal information

The Vitalis Training Centre understands that open communication with individuals in relation to access to personal information is necessary to gain trust and to build a relationship.

In relation to the Vitalis Training Centre Privacy Policy, giving access means that on request, and if none of the APP exceptions apply, the Vitalis Training Centre must give an individual access to information it holds about the individual that falls within the definition of personal information. This includes information it has collected from third parties and information it has received unsolicited and added to its records.

According to the Vitalis Training Centre [Privacy Policy](#) when individuals request information:

- They are not required to provide a reason
- All official requests for information must be in writing
- An identity check is undertaken

Information is checked to ensure no information should be withheld (according to the Privacy Act 1988). Where access to certain details is to be withheld, reasons for this decision will be provided to the individual.

Once the personal information is prepared and cleared for access, the information can be provided in the form most appropriate to the situation. This will take into account the intention expressed by the individual in his or her original request, and the de-identification of personal information relating to other parties where necessary.

The total time for processing a request for access to information should take no longer than 28 days from the time a request is received.

## Correction of personal information

Where the Vitalis Training Centre holds personal information about an individual and finds that, having regard to a purpose for which the information is held, the information is inaccurate, out of

date, incomplete, irrelevant or misleading; the Vitalis Training Centre will take reasonable steps to correct that information, having regard to the purpose for which it is held.

## Student Records

The official student academic record refers to information relating to a student's admission into a course at the Vitalis Training Centre. The official student academic record shall contain:

### Student Information

- Personal information which is acquired in the administration of official student academic records such as name, student number, citizenship, address, phone number, date of birth, etc.
- Registration and enrolment information.
- Results for each course and academic period.

### Student Interaction

- Student activities are logged throughout the entire lifecycle of the student.
- Supportive documentation on admission regarding the basis for any Advanced Standing.
- Results of formal grievance or other internal procedures as filed for by the student.
- Letters of reference and supportive documentation related to formal procedures such as an application relating to a case of special circumstances.

## Accessing Student Personal Information

A student may request to view and if necessary, correct their personal information held by the Vitalis Training Centre at no charge. This access will be provided on campus with a Student Adviser present. If they wish to receive a copy of their personal information held by the Vitalis Training Centre they need to lodge a written request to the Office of Student Records. There is a nominal fee of \$40.00 to cover administrative costs for this service. The written request must include:

- Full Name and date of birth
- What personal information they wish to receive a copy of
- The academic period/s to which the request relates

Student records are retained for 5 years.

## Record Management

### File Types

The Vitalis Training Centre uses a number of key file types including:

- Business – General, Legal, Compliance & Governance
- Finance – Banking, Creditors, Legal Agreements
- Human Resources – Permanent Staff, Contract Staff, Occupational Health and Safety, Business Agreements & Workers Compensation
- Clinic – Medico Legal Client Files

- Student Academic & Services – Exams, Assessments/Quizzes, Grievances and appeals, Advanced Standing records, Student Files & Academic Due Diligence.

## **Retention or Destruction**

Vitalis Training Centre records are destroyed when they reach the end of their required retention period set out in records authorities issued by the National Archives of Australia. Retention periods in records authorities take into account all business, legal, and government requirements for the records.

Some records can be destroyed in the normal course of business. These are records of a short-term, facilitative or transitory value that are destroyed as a 'Normal Administrative Practice'. Examples of such records include rough working notes, drafts not needed for future use, or copies of records held for reference. The Vitalis Training Centre follows the Normal Administrative Practice which has been approved by the National Archives of Australia and which further defines the use of Temporary Records (NAP) by staff. All staff are responsible for being familiar with the policy and being aware that unauthorized destruction not only risks penalties under the Archives Act but may expose the Vitalis Training Centre to a range of risks

1. Facilitative, transitory or short-term items including appointment diaries, calendars, 'with compliments' slips, personal emails, listserv messages and emails in personal or shared drives, emails that have been captured into a corporate records management system
2. Rough working papers and/or calculations
3. Drafts not intended for further use or reference – whether in paper or electronic form – including reports, correspondence, addresses, speeches and planning documents that have minor edits for grammar and spelling and do not contain significant or substantial changes or annotations
4. Copies of material are retained for reference purposes only
5. Published material is not included as part of the Vitalis Training Centre records.