Personal information is defined in section 6 of the Privacy Act 1988 (Cth) (Privacy Act) and means information that identifies or could reasonably identify an individual. There are some obvious examples of personal information, such as a person's name and address.

Personal information can also include medical records, bank account details, photos, videos, and even information about what an individual likes, their opinions and where they work.

All Pragmatic Training* staff are responsible to adhere to the Privacy Act 1988 and the Australian Privacy Principles by following the procedures below:

*Pragmatic Training includes all related entities and business names owned by Pragmatic Training

1. Only collect information we need

   - Staff are to only collect information that is necessary for Pragmatic Training to provide the training services needed or is relevant to its activities. The information needed will be specified on the relevant Quality Forms issued by Pragmatic Training.

   - Staff should not collect information about an individual just because they think it may become useful at a later time. If the information will be needed later, it should be collected at that time.

   - When collecting information from clients/students ensure you let them know why you need to collect this information, how you plan to use it and who you may disclose this information to. Also, that they have the right to access their own information at any time.

   - If you are provided with unsolicited information – information you have not requested - and you evaluate that this information is not needed by Pragmatic Training, then you must ensure that you discard this information in a secure manner. Eg. dispose of files in secure bins, delete electronic records so that they cannot be retrieved, shred or pulp paper records.

   - If you are unsure of whether the unsolicited information is necessary to be kept, please consult with the Privacy Officer and/or Compliance before recording any of the details.
2. Keeping personal information secure

It is important that all staff keep personal information of individuals safe and secure from unauthorised access, modification or disclosure and also against misuse and loss.

- ‘Active’ student files are to be kept in secure filing cabinets. Pragmatic Training staff will have access to information in these on a ‘need to know’ basis. The filing cabinets will be locked at all times and staff needing to access the files will need to ask the compliance staff member responsible for the area or the Privacy Officer for access.

- ‘Inactive’ student files will be kept in the Compactus room which is a lockable/secure room. Access to the files within this room will be provided to staff by Compliance staff members whenever necessary.

3. Updating Personal Information

Any amendments or changes to personal information must be requested by the student or their authorised representative in writing. The written request must be submitted to Compliance for any changes to be made. In some cases evidence indicating the change may be required.

Pragmatic Training staff are not authorised to change personal details that have been recorded in the Student Management System (VETtrak) when the information is received verbally / over the phone.

4. Using Personal Information

Student personal information should only be used for the purpose it is collected and for Pragmatic Training activities.

Personal information must not be shared with external / third parties at any time.

5. Think before Disclosing Personal Information

Students have the right to access their personal information at any time.

However, in order to protect students’ personal information, Pragmatic Training Staff will need to ascertain the identity of the person seeking the information at all times and prior to disclosing any details. This is especially important when speaking to someone over the phone.

In order to ascertain the student’s identity when they self-identify over the phone, you will need to ask them to provide you with personal details such as their date of birth and their student ID number - this is the number they have been allocated in VETtrak.
If the student appears in reception and you are not sure of whether they are who they say they are, ask for a photo ID. This will bear the holder’s name so you can verify this against Pragmatic Training records.

If someone calls to ask for information about a student or seeks information on their behalf we must:

- Ascertain if we have written permission/consent from the student to communicate with this person. If we have permission, then we can answer the query.

- If we don’t have permission and the student is under 18 years of age, ascertain if the person making the query is their parent or legal guardian or if they are paying for the student’s study.

- If we don’t have permission and the student is over 18 years of age, inform the person that “we are not at liberty to discuss or provide any information about our students to people who do not have written authorisation” and that “they must obtain this from the student in writing before we can discuss any student with them”.