

# PRIVACY POLICY

## POLICY NO: 22

### PURPOSE

Yarrawonga Mulwala Community & Learning Centre (YMCLC) is committed to protecting the privacy of personal information which the organisation collects, holds, and administers.

YMCLC is required to collect personal information for a range of purposes. Personal information is information or an opinion that directly or indirectly identifies a person. Examples of personal information we collect include name, address, email address, phone number, and facsimile number.

As part of YMCLC's employment process, we collect and store personal information about our employees, including but not limited to: name, contact details (phone number, email address), emergency contact information, employment history, job titles, performance evaluations, salary details, leave balances, training records, tax file numbers, banking details, and other information necessary for managing employment related activities.

This personal information is obtained in many ways including correspondence, by telephone, email, our website, media, and publications, from other publicly available sources, from cookies, and from third parties. We do not guarantee website links or policy of authorised third parties.

YMCLC may record a meeting, assessment task, or other event. You will know the meeting is being recorded because it will be disclosed by the meeting convenor and there will be a banner displayed on your screen indicating that this is occurring. If the meeting is recorded, a transcription of what is said will automatically be generated.

We collect your personal information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your personal information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect personal information, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Your personal information contained on enrolment forms and your training activity data may be used or disclosed by YMCLC for statistical, regulatory and research purposes.

YMCLC may disclose your personal information and training activity data to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship.
- Employer – if you are enrolled in training paid by your employer.
- Commonwealth and State or Territory government departments and authorised agencies.
- Skills Victoria Training System (SVTS).
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to SVTS may be used or disclosed for the following purposes:

- Issuing a statement of attainment or qualification and populating authenticated VET transcripts.
- Facilitating statistics and research relating to education, including surveys.
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including programme administration, regulation, monitoring, and evaluation.

Students may receive an NCVET student survey which may be administered by an NCVET employee, agent, or third-party contractor. They may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use, and disclose personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

However, information will only be used for the purpose for which it was collected, unless the individual agrees otherwise, or the use or disclosure of the sensitive information is allowed by law. Consent will be obtained from individuals before any information is used for other purposes for example marketing.

All information provided to YMCLC will be protected to ensure that it is only accessible by those who require the information to do their jobs.

YMCLC will endeavour to ensure that personal information we hold is accurate, complete, up to date and relevant to our functions or activities.

YMCLC recognises the right of individuals to access personal information that is held about them.

## **PROCEDURE**

1. Ensure all stakeholders, including Board of Management, staff, students, employers, and industry are made aware of our privacy policy when accessing services at YMCLC.
2. Collect only information which the organisation requires for its primary functions.
3. Ensure that stakeholders are informed as to why the information is collected and how the information is administered.
4. Use and disclose personal information only for our primary functions or a related purpose, or for another purpose with the person's consent.
5. Ensure personal information is stored securely, protecting it from unauthorised access.
6. Provide stakeholders with access to their own information, and the right to seek its correction.
7. Ensure that stakeholders have access to their own personal information. Should the individual not be known to the person who is providing access to the information, identification should be sought from the individual. Requests for access should nominate the type of access required and where possible, what information they seek.

8. Ensure that wherever it is lawful and practicable, individuals have the option of not identifying themselves when entering transactions with our service.
9. Ensure that Complaints and Appeals Policy and procedures are followed should there be a complaint about breach of privacy.

## RELATED DOCUMENTS

Complaint Form  
 Enrolment Form  
 Pre-enrolment Information  
 Statement of Privacy

## RELATED LEGISLATION

Australian Privacy Principle 2014  
 Privacy Act 1998 (Cth)  
 The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>  
 Victorian Privacy Information Act 2000

## RELATED POLICIES

Complaints and Appeals Policy  
 Records Management Policy

## RELATED STANDARDS FOR RTOS

Standard 5 (2015)  
 Standard 2.8 (revised)

## APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Executive Officer
Advisory Board to Approval Authority	Board of Management
Administrator	Executive Officer
Next Review Date	February 2026

Approval and Amendment History	Details
Original Approval Authority and Date	04/12/2002 Board of Management
Amendment Authority and Date	07/11/2016 V1 Board of Management 18/02/2025 V2 Board of Management
Notes	Update current policy November 2016 to new format.

