



Hartwig Air Policy

59 Anderson Drive, Parafield SA 5109
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www.hartwigair.com.au

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Privacy Policy

PURPOSE

The purpose of the Privacy Policy is to ensure that all Hartwig Air staff, students, trainees, and stakeholders are aware of the legalities and responsibilities attached to the Privacy Act 1988 (amended by the Privacy Amendment (Private Sector) Act 2000) and principles and the consequences of not adhering to the requirements.

POLICY

It is the policy of Hartwig Air to assure the privacy of our staff, students & trainees and stakeholders at all times.

It is the policy of Hartwig Air to gain written authority from staff, students & trainees and stakeholders for the sharing or dissemination of information directly related to the provision of its services.

The only exception to the above is a requirement by law to provide evidence or where Hartwig Air's duty of care legally requires the provision of that information ie under Mandated Notification requirements.

PROTECTING PERSONAL INFORMATION

Hartwig Air is committed to managing and protecting the personal information (such as name, address, date of birth, personal email address, etc.) that all stakeholders share with us.

Implementation of this policy ensures that all stakeholders will have confidence that all personal information provided to Hartwig Air is solely used by the organisation within the guidelines of the Privacy Act 1988 (amended by the Privacy Amendment (Private Sector) Act 2000) and in an ethical and sensitive manner.

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RTO NUMBER 4439 CRICOS NUMBER 02845E ABN 87 132 770 480



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REASON FOR COLLECTING PERSONAL INFORMATION

Hartwig Air is required to collect personal information to run its business effectively. We are required to:

- Maintain administration functions such as financial, record keeping and risk management.
- Conduct training and assessment.
- Comply with Legislative and Regulatory requirements (provide information to the state governing body).
- Conduct research.

THE COLLECTION, USE AND DISCLOSURE OF PERSONAL INFORMATION

Persons using our websites may do so aware that the sites do not collect information of a personal nature from such visits.

Information submitted digitally to our organisation (i.e. electronic data, using an electronic form or application or by sending an email) is collected and used for the nominated purpose only.

INDIVIDUAL STAKEHOLDER

Hartwig Air acknowledges that individuals provide personal information to it on a voluntary basis to assist us to administer and provide quality service and outcomes on their behalf.

Hartwig Air will use contact details to assist in the administration of its services.

Hartwig Air will not disclose personal information to an external company or third party without prior written permission from the individual. An instance where this may apply is where a student or trainee or potential student or trainee is referred for placement with an Employer.

Personal information will not be sold to anyone and will not be used for promotions independent of Hartwig Air.

If there is no longer any legitimate purpose for retaining personal information, and within Records Management Legislative compliance, it will be destroyed.

WEB LINKS

Persons visiting Hartwig Air's web site are able to access various other sites by clicking on links that our organisation embeds within its site. Persons should be aware that other sites may not be subject to the same privacy standards and procedures.

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EXAMPLES OF PERSONAL INFORMATION HARTWIG AIR MAY HOLD (including Sensitive Information) ARE:

- Name
- Address
- Telephone Number
- Fax Numbers
- Date of birth/age
- Place of birth
- Ethnic origin
- Language spoken at home
- Email address
- Photograph
- Apprentice Results
- Educational Qualifications
- Support services

CHANGES TO OUR PRIVACY STATEMENT

This information relates to Hartwig Air's current privacy policy and standards. Hartwig Air may vary its privacy standards from time to time. Hartwig Air will make public statements of any changes by publishing them on its website, <http://www.hartwigair.com.au> or via written notification to our stakeholders.

FEEDBACK

Comments regarding Hartwig Air's privacy statement and policy should be provided in writing.

PRIVACY POLICY EXPLANATIONS

Hartwig Air is committed to complying with the Australian Privacy Principles as set out in the Commonwealth of Australia Privacy Act 1988 and any and all following amendments (Privacy Act 1988).

In compliance with the Privacy Act 1988, the following explanation has been developed detailing how Hartwig Air will meet the minimum standards for the collection, use and disclosure of personal information.

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1. Collection

Hartwig Air will only collect personal information that is necessary to carry out legitimate activities. Information will be collected in a legal and just method and will not, where reasonably possible, be intrusive.

Personal information will only be collected from the individual it relates to.

When collecting personal information, Hartwig Air will take reasonable steps to ensure that the person is informed of:

- Our identity
- The purpose of collection
- Their rights to access Personal Information held by this organisation.

2. Use and Disclosure

Hartwig Air will only use or disclose information for the primary purpose (original reason for information being collected). Hartwig Air will not use or disclose information for a secondary purpose (any other purpose than the primary purpose) unless the individual has consented in writing to the use or disclosure.

Hartwig Air will provide reasonable opportunity for an individual to opt-out of any activity that will make use of their Personal Information.

3. Data Quality

Hartwig Air will take all reasonable steps to ensure that Personal Information is accurate, complete and up to date at the time of collection and use.

4. Data Security

Hartwig Air will take reasonable steps to ensure personal information is safe from misuse, loss, or unauthorised access, alteration or disclosure. Information will be destroyed, or identifiers removed, when it is no longer needed for either the primary or approved secondary purpose or the required retention period set by Commonwealth and State legislation.

Hartwig Air will take reasonable steps to ensure the security of physical files, computers, networks and communications are maintained at all times.

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5. Openness

Hartwig Air will make available, on request, our Privacy Statement and Policy. We will also, on request and within reason, inform an individual of:

- What type of Personal Information we collect and hold;
- For what purpose;
- How it is collected;
- How it is used and disclosed.

6. Access and Correction

Individuals may access their personal information by putting their request in writing and submitting their request to the Office Administrator. Identity must be verified before information is released. This may incur a fee.

When requesting access to personal information, individuals will:

- Provide two (2) acceptable proofs of their identity;
- Advise what format they require the information;
- Provide data storage, if necessary;
- Pay any reasonable associated fees (Hartwig Air may need to charge an administrative fee for access to and copy of personal information);

Allow 15 working days for processing (i.e. 3 weeks)

7. Identifiers

Hartwig Air will not assume, as its own identifier of a person, an identifier that has been assigned by a Government agency or agent or a contracted service provider for a Commonwealth Contract. Note: A person's name or ABN number is not considered to be an identifier.

8. Anonymity

Where it is legal and practical, Hartwig Air will make available to individuals' options of not identifying themselves when entering into transactions with our organisation.

9. Trans-Border Data Flow

Hartwig Air will not transfer personal information to a foreign company or organisation unless required to do so under relevant legislation and government directives. Notification of such an information transfer will be provided to the individual concerned.

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10. Sensitive and Health Information

Hartwig Air will not collect information that is of a sensitive nature unless prior permission has been received from the individual and/or it is required under relevant Commonwealth and/or State legislation.

DURATION

Hartwig Air is required by law to retain all records applicable to a person's learning/training for a period of 30 years. These will be archived 12 months after completion of the accredited course or qualification.

If Hartwig Air ceases operation as an RTO either the new owner or ASQA will take charge of those records and maintain them under the same guidelines. Queries about the privacy and security practices for Hartwig Air should be addressed to the Office Administrator.

If a stakeholder believes that their personal information has not been dealt with in accordance with any information privacy principle a written complaint may be made to the CEO.

Please refer to the Hartwig Air Grievance, Complaints & Appeals Policy & Procedure in the Student Handbook or request a copy from the Office Administrator

RESPONSIBILITIES

It is the responsibility of the CEO, Office Administrator and/or employee supervisors to ensure that all employees are conversant and understanding of the requirements of the Privacy Policy and Privacy Act 1988.

It is the responsibility of staff to ensure that their behaviour aligns fully with the Privacy Policy and Privacy Act 1988 at all times and that any breach of the policy or Act is reported immediately to the CEO.

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