



LINKED 2

Privacy Policy

Version 2016-1

July 2016

Table of Contents

Privacy Policy	3
What is Personal Information?	4
Sensitive Information	5
Third Parties	6
Disclosure of Personal Information	6
Security of Personal Information	6
Access to your Personal Information.....	7
Maintaining the Quality of your Personal Information	7
Policy Updates.....	8
Privacy Policy Complaints and Enquiries	8

Privacy Policy	Issue date July 2016	Review date June 2017	Page 2
© Linked 2	RTO ID 21789	Approved: Hillary	Version number 2016-1
Document control management – Uncontrolled when printed			



Privacy Policy

Linked 2 Pty Ltd is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the National Privacy Principles (NPPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Federal Privacy Commissioner at www.privacy.gov.au.

Purpose

The purpose of this policy is to ensure that Linked 2 Pty Ltd is adhering to the requirements of the National Privacy Principles in relation to the keeping of private information and the disclosure of information under approval to a third party.

Scope

This scope of this policy is to cover requirements of Linked 2 Pty Ltd and its employees either full-time or contract to adhere to the requirements of the National Privacy Principles.

Related Documents

[Privacy Act 1988](#)

Privacy Policy	Issue date July 2016	Review date June 2017	Page 3
© Linked 2	RTO ID 21789	Approved: Hillary	Version number 2016-1
Document control management – Uncontrolled when printed			

What is Personal Information?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers. (The type of personal information that we collect and hold about you depends on the type of dealings that you have with us. If you apply to enrol in a course of study we need to identify you or verify your identity, we may collect your name, gender, date of birth, driver’s licence and/or passport details. If we need to communicate with you, we may collect your email, residential and postal addresses and telephone numbers.)(As a student we will maintain your ongoing activity history as an enrolled student including assessment records, progress and completion information, enquiries and complaints. The Government also requires additional information be collected for students as required by AVETMISS data collection standards such as disability, education history and English language, literacy and numeracy proficiency);

To help us improve our services, we may collect your responses to surveys and details about how, when and why you access our services.)

Why do we collect personal information?

The main purposes for which we collect, hold, use and disclose personal information are:

- To identify you and verify your identity;
- To communicate with you about our services;
- To provide our services to you, including:
 1. Facilitating your enrolment in a course of study;
 2. Obtaining payment for our services;
 3. For purposes required or authorised by or under law;
 4. To help us improve our services;
 5. For any other purposes that you have consented to.

Individuals have the right to choose not to disclose personal or sensitive information to Linked 2 Pty Ltd, however this may limit or prevent Linked 2 Pty Ltd’s ability to provide services.

This Personal Information is obtained in many ways including

- interviews

Privacy Policy	Issue date July 2016	Review date June 2017	Page 4
© Linked 2	RTO ID 21789	Approved: Hillary	Version number 2016-1
Document control management – Uncontrolled when printed			

- correspondence
- by telephone and facsimile
- by email
- via our website www.linked2.org.au
- from your website
- from media and publications
- from other publicly available sources
- from third parties

We don't guarantee website links or policy of authorised third parties.

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.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose

Privacy Policy	Issue date July 2016	Review date June 2017	Page 5
© Linked 2	RTO ID 21789	Approved: Hillary	Version number 2016-1
Document control management – Uncontrolled when printed			

- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Collection of Personal Information

We will collect personal information by lawful and fair means as required by the Privacy Act. We will also collect personal information directly from you where this is reasonable and practicable.

We collect personal information in a number of ways, including:

Privacy Policy	Issue date July 2016	Review date June 2017	Page 6
© Linked 2	RTO ID 21789	Approved: Hillary	Version number 2016-1
Document control management – Uncontrolled when printed			

- Directly from you in person, over the phone, through written communications (either on paper or electronic) or by you completing forms or answering questions in the information section.
- From third parties, including direct marketing database providers, government agencies, our related companies and your authorised representatives;
- From our own records of your use of our services.
- Communicating with Trainers and Assessors
- Communicating with our Education Managers
- Communicating with the Student Support Team
- Requesting further information relating to courses offered by Linked 2 Pty Ltd
- Communication with the Linked 2 Administrative/Support Team
- Managing complaints and appeals
- Enrolment forms and student surveys including AVETMISS information

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Linked 2 Pty Ltd will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as

Privacy Policy	Issue date July 2016	Review date June 2017	Page 7
© Linked 2	RTO ID 21789	Approved: Hillary	Version number 2016-1
Document control management – Uncontrolled when printed			

practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

PO Box 5208, Greystanes NSW 2145

info@linked2.org.au

(02) 8188 4840

Privacy Policy	Issue date July 2016	Review date June 2017	Page 8
© Linked 2	RTO ID 21789	Approved: Hillary	Version number 2016-1
Document control management – Uncontrolled when printed			