



Privacy Policy and Procedure

Outline

This policy and procedure is to outline how Linked 2 Pty Ltd complies with and protects the privacy and confidentiality of all student and staff information in line with state and commonwealth legislation.

Relevant Legislation, Policies and Principles

- Australian Privacy Principles
- Privacy Act 1988
- National VET Data Policy 2020
- Privacy and Personal Information Protection Act 1998

Information given to students

This privacy policy and procedure are included in the Linked 2 Student Handbook, available on our website.

Privacy Notice

The Australian Government Department of Education, Skills and Employment's VET Data Policy, Part B, Clause 7.2: states:

Where personal information is collected from a student, RTOs must make students aware of the purposes for which their information may be collected, used or disclosed. RTOs must give the student a copy of the Privacy Notice at Schedule 1 of this Policy. This can be achieved by including the 'Privacy Notice' during the student's enrolment process.

Linked 2 includes this Privacy Notice at the time of enrolment, as part of the enrolment form.

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Types of information we collect

Linked 2 collects personal information about individuals including students, employees, contractors, job applicants and other people with whom Linked 2 or a third party has contact with in connection with Linked 2's activities.

Information is collected for enrolment or employment purposes.

The personal information which Linked 2 collects and holds generally includes:

- Full name
- Contact details (such as address, phone number, email)
- Emergency contact details
- Employment details
- Educational background (such as academic record)
- Demographic Information (e.g. date of birth, gender)
- Course progress and achievement information
- Financial billing information (e.g. credit card information, bank details)

Clients and potential students do not have to provide Linked 2 with their personal information, however, Linked 2 is not obliged to enrol students or deal with clients in these cases.

Linked 2 may also collect and hold sensitive information. Sensitive information includes:

- Identity details (such as passport number, nationality, visa status, social welfare benefit, employment status, income statement, racial or ethnic origin, health information, disability, special needs, employment report, and Language Literacy and Numeracy level, etc.)
- Unique Student Identifier (USI)
- Employee details and HR information (such as a report provided by employer, job network, a medical professional or references from other than Linked 2)
- Complaint information
- Disability status and other individual needs
- Indigenous status
- Background checks (such as National Criminal Checks or Working with Children checks)
- Copies of security licences and clearances

Information collected for employment purposes may include items listed above as well as:

- Teaching and industry qualifications
- Licensing information
- Professional development activities
- Reference checks
- Insurance documentation
- Superannuation information
- Tax File Number
- Bank details

Collection and Storage

Method of collection

Linked 2 collects personal information provided directly, in person, over the phone, by email, or via its website. Linked 2 may also collect personal information from publicly available sources or third parties (including social media and via the use of cookies on its website). For example, clients might consent to being on marketing list and this list might be obtained by Linked 2.

Documentation used to collect personal information – students

- Enrolment forms
- Application forms
- RPL/Credit Transfer documentation
- Assessment tasks
- Training plans

Documentation used to collect personal information – staff

- Job application form
- Staff detail forms
- Superannuation forms
- Tax File Number declaration
- Competency records
- Trainer matrix

Linked 2 will only collect personal information by lawful and fair means, and when possible Linked 2 will always collect personal information from students or clients directly. If it is not reasonable or practicable to collect it directly from clients or students, Linked 2 will take steps to make students or clients aware that their information has been collected.

Storage

Personal information is stored in either an electronic or hardcopy format. Hardcopy information is stored in a locked filing cabinet.

Information kept electronically is stored on our secure cloud-based server, which includes our email system.

Security

- Access to the locked filing cabinet is only provided to the Executive Manager and approved Administration staff.
- The cloud-based server is password protected and access to certain files are restricted to key personnel.
- Access to the cloud-based server is revoked upon a Linked 2 staff member ceasing to work at Linked 2.
- Access to the accounting system is held by the Accounts Department only.

Linked 2 will take commercially reasonable steps to protect the personal information Linked 2 holds from misuse, interference (including computer attack) and loss, from unauthorised access, and from modification or disclosure.

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Use of information

Linked 2 will use student and client information as they would reasonably expect. Linked 2 only collects personal information about students or clients when that information is necessary for any of the following purposes:

- Providing services to clients e.g.
 - Enrolling students into a qualification
 - Process RPL and Credit Transfer applications
 - Processing payments for courses
 - Entering and managing student training and assessment data (student progress, assessment results, certification)
- Government and Regulatory reporting requirements
- Managing employee, franchisee and contractor teams
 - Confirming trainer/assessor qualifications
 - Checking licensing/registration requirements
 - Meeting legislative requirements around superannuation, taxation, wages etc.
- Promoting products and services
- Conducting internal business functions and activities
- Requirements of stakeholders

If Linked 2 also obtains client or student information that is considered sensitive, it will only use that sensitive information for the purposes listed above; or other directly related purposes; or purposes to which the student or client otherwise consents to.

Marketing

Personal information of potential, current or past students is only used for direct marketing purposes where consent has been given by the individual. Direct marketing is done by Linked 2 only. Individuals can opt out of direct marketing at any point.

Disclosure of personal information

Information will not be disclosed to a third party without written consent of the student. Students are able to access their files and information on request. Request for copies, or details, of student records must be in writing to Linked 2. The Privacy Act is adhered to throughout this process.

As a supplier to government registered training organisation (Linked 2) clients, regulated by the ASQA, Linked 2 is required, by law, to collect, hold, use and disclose a wide range of personal and sensitive information on clients and their participants enrolled in nationally recognised training programs.

This means that any personal information students or clients provide to Linked 2 may be disclosed, if appropriate, to the relevant government departments and other service providers. Linked 2 expects these service providers to also look after student and client information carefully. Linked 2 will only disclose student and client personal information for the purposes for which it was initially collected, and other directly related purposes to which the student or client otherwise consents.

Other than as stated above, Linked 2 will not share student and client personal information. However, it is possible, though unlikely, that Linked 2 might be forced to disclose personal information in response to legal process or when Linked 2 believes, in good faith, that the law requires it, for example, in response to a court order, subpoena or a law enforcement agency request.

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Anonymity and Pseudonymity

When it is not impracticable or unlawful, students or clients are welcome to interact with Linked 2 without identifying themselves, or by using a pseudonym. For example, complaints can be made anonymously.

Access and Correction

Linked 2 will, on request, will provide students or clients with access to their personal information. Linked 2 will notify students or clients of the basis for any denial of access to their personal information. To request access to their personal information or, if they wish to update or correct their personal information, clients or students are advised to contact Linked 2.

That Linked 2 take steps that are reasonable in the circumstances to ensure that student and client personal information is accurate, complete and up to date. To assist in this, students and clients are asked to advise Linked 2 of any changes to their personal information to help Linked 2 maintain accurate, complete and up-to-date information.

Destruction of personal information

If Linked 2 no longer needs student and client information, Linked 2 will take reasonable steps to destroy or de-identify it (unless Linked 2 is required to retain it by law or a court/tribunal order).

Hardcopy information is shredded securely using professional shredding services (destruction bin and/or incineration).

Electronic information is securely deleted.

Complaints

If students or clients wish to make a complaint about a breach of Linked 2's privacy policy or the Australian Privacy Principles, students or clients can contact Linked 2. They will need to provide Linked 2 with sufficient details regarding their complaint as well as any supporting evidence and/or information. Linked 2 will investigate the issue and determine what steps are to be undertaken to resolve the complaint.

If students or clients are not satisfied with Linked 2's determination, they can contact Linked 2 to discuss their concerns or complain to the Office of the Australian Information Commissioner (OAIC) via <https://www.oaic.gov.au/privacy/privacy-complaints>.

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