

Policy: Privacy Policy

Objective: The Australian Institute of Fitness ('AIF') is committed to protecting the privacy of personal information. This policy embodies that commitment. The policy supports the need to collect information and the right of the individual to privacy.

Last updated: 30 October 2020

Definitions: **The Act** refers to the Higher Education Support Act 2003.

Privacy Act refers to Privacy Act 1988 (Cth)

Student/s ('Warriors') refers to all persons enrolled or seeking to enrol with AIF.

Policy: In the course of its business, AIF may collect information from Warriors or Newbies, either electronically or in hard copy format, including information that personally identifies individuals. AIF may also record various communications between individuals and AIF. We are subject to the operation of the Privacy Act 1988 (Cth) (Privacy Act). This policy explains how we handle personal information relating to individuals, whether or not they are Warriors, so as to ensure we meet our obligations under the Act.

By electing to acquire our services, you will be deemed to consent to us using your personal information in a manner consistent with this privacy policy, including monitoring your use of our website. AIF only collects personal information from individuals by fair and lawful means as far as is necessary for the functions of AIF, and to comply with any relevant regulatory requirements. We only collect personal information to the extent that this is reasonably necessary for one or more of our functions or activities.

This includes the following kinds of information:

- current and past name(s);
- contact details such as your address, your email address, your telephone number and other contact details;
- age or date of birth;
- information we require to carry out a financial assessment such as your marital Status, Number of dependants, your income and expenses, and employment history;
- information about your education course and enrolment;
- your device ID, device type, geo-location information, computer and connection information, statistics on page views, traffic to and from the sites, ad data, IP address and standard web log information;
- details of the products and services we have provided to you or that you have enquired about, including any additional information necessary to deliver those products and services and respond to your enquiries;
- any additional information relating to you that you provide to us directly through our website or app or indirectly through your use of our website or

app or online presence or through other websites or accounts from which you permit us to collect information;

- information you provide to us through customer surveys; and
- any other personal information that may be required in order to facilitate your dealings with us.

Purposes for which we may collect personal information include, but are not limited to:

- to identify you and verify that your information is correct
- to identify and inform you about a product or service that we think maybe of interest to you.
- to operate, protect, improve and optimise our website, app, business and our users' experience, such as to perform analytics, conduct research and for advertising and marketing;
- to send you service, support and administrative messages, reminders, technical notices, updates, security alerts, and information requested by you;
- to send you marketing and promotional messages and other information that may be of interest to you, including information sent by, or on behalf of, our business partners that we think you may find interesting;
- to communicate effectively with you throughout the duration of your learning and assessment
- to be able to issue any certification documentation, and enable efficient course administration including maintenance of proper academic records
- to assess entitlement for Government funding
- to assist in any application by you for credit with a third-party credit provider
- to report to relevant government agencies as required by legislation
- to comply with our legal obligations, resolve any disputes that we may have with any of our users, and enforce our agreements with third parties.

If an individual chooses not to give AIF certain information, AIF may be unable to enrol that person in a course or program or supply them with appropriate support.

Disclosure of personal information

As a general rule, we will not use or disclose personal information for the purposes other than those connected with the primary purpose of collection, or a reasonably related secondary purpose which we believe you should reasonably expect. Secondary purposes might include disclosure of an individual's details to organisations that run courses in conjunction with AIF. Personal information about Warriors studying with AIF may be shared with the Australian Government and designated authorities, including but not limited to; the Australian Skills Quality Authority (ASQA), the Department of Education and Training and the National Centre for Vocational Education Research Ltd (NCVER). This information includes personal and contact details, course and unit enrolment details and changes.

AIF does not disclose an individual's personal information to another person or organisation unless:

- The individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation, or
- the individual concerned has given written consent to the disclosure, or
- AIF believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person, or
- the disclosure is required or authorised by or under law, or
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, AIF includes in the record containing that information a note of the disclosure.

AIF only discloses information to an overseas recipient if that disclosure relates to an individual's course containing an overseas component (study or practicum). AIF takes all reasonable steps to ensure that any overseas recipient complies with the Australian Privacy Principles.

Any person or organisation that collects information on behalf of AIF or to whom personal information is disclosed as described in this procedure is required to not use or disclose the information for a purpose other than the purpose for which the information was collected by them or supplied to them.

Australian Privacy Principles

Privacy Act 1988 provides for the protection of an individual's personal information. 13 Australian Privacy Principles (APP) came into effect in March 2014. Both the APPs and the APP guidelines apply to any organisation or agency the Privacy Act covers. The Privacy Act covers Australian Government agencies and organisations with an annual turnover of more than \$3 million, and some other organisations. AIF acts in accordance with the APP;

APP 1 - Open and transparent management of personal information

APP 2 - Anonymity and pseudonymity

APP 3 - Collection of solicited personal information

APP 4 - Dealing with unsolicited personal information

APP 5 - Notification of the collection of personal information

APP 6 - Use or disclosure of personal information

APP 7 - Direct marketing

APP 8 - Cross-border disclosure of personal information

APP 9 - Adoption, use or disclosure of government related identifiers

APP 10 - Quality of personal information

APP 11 - Security of personal information

APP 12 - Access to personal information

APP 13 - Correction of personal information

Security and integrity of personal information

AIF is committed to ensuring the confidentiality, security and integrity of the personal information it collects, uses and discloses.

AIF takes all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is accurate, up to date and complete.

AIF stores securely all records containing personal information and takes all reasonable security measures to protect personal information it holds from misuse, interference, loss, unauthorised access, modification or disclosure.

Where AIF has no further use for personal information for any purpose disclosed by AIF, or is no longer required to maintain that personal information, all reasonable steps are taken to destroy or de-identify the information.

Updates to our Policy

From time to time, we may change our policy on how we handle personal information or the types of personal information which we hold. Any changes to our policy will be published on our website. You may obtain a copy of our current policy from our website or by contacting us on the details below. It is your responsibility to check the website from time to time in order to determine whether there have been any changes.

Right to access and correct records

Individuals have the right to access or obtain a copy of the personal information that AIF holds about them. Requests to access or obtain a copy of personal information must be made in writing via email to admin@fitness.edu.au. There is no charge for an individual to access personal information that AIF holds about them; however AIF may charge a fee to make a copy. Individuals are advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 business days of receiving their written request. Where it is reasonable to do so, access to the information is provided in the manner requested by the individual;

- If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.
- Where a record is found to be inaccurate, a correction is made as soon as practical.
- Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment is noted on the record.

- Where records relating to the individual's certification outcomes (i.e. Unit of Competency) not displaying on their USI Transcript, individuals must make a request to admin@fitness.edu.au for this to be reviewed and upon agreement that the information must be amended, AIF will use the USI Transcript Update Tool to update records on a USI Transcript where the subjects and programs are listed on training.gov.au. There is no charge for making a request to correct personal information.

Written requests for access to, or to obtain a copy of, or correct personal information held by AIF should be sent to the National Administration Manager, by addressing written requests to admin@fitness.edu.au to this title.

Complaints about an alleged breach of the Australian Privacy Principles

If you believe that we have failed to comply with the credit reporting requirements in Division 3, Part IIIA of the Privacy Act or that AIF has breached a Privacy Principle in relation to that individual they may lodge a complaint using AIF's Complaints procedures, which enables Warriors to lodge complaints of a non-academic nature, including complaints about handling of personal information and access to personal records.

If the complaint remains unresolved, the complainant is able to request an external review from an appropriate independent third party / mediator. The National Training Complaints Hotline and website will be able to direct the complainant to the right authority in their state:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally

<https://www.employment.gov.au/national-training-complaints-hotline>

Publication

This policy is made available to Warriors, and persons seeking to enrol with AIF by publication on AIF's website (www.fitness.edu.au). Alternatively, a copy of this policy may be requested by contacting AIF directly. To ensure that Warriors have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, AIF advises Newbies on enrolment about this policy and where it is located.

Compliance:

In accordance with the AIF Code of Conduct, any breach of this policy is dealt with seriously and may result in disciplinary action including termination of employment, depending on the severity of the breach.

Where Team Members consider that significant departures from the principles of this Policy have occurred, they are obligated to report it immediately to their Line Manager or iExec Team Member. Failure to do so constitutes a breach of this Policy & AIF Code of Conduct

**Associated
documentation:**

- Complaints Policy
- Complaints Procedure
- Student Handbook
- USI Privacy Notice
- Student Support and Progression Policy
- AIF Terms and Conditions

Supersedes:

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