



Policy E19 Privacy Policy

Purpose:

To maintain the privacy of all Murray ACE management, staff, trainers and students

Scope:

Murray ACE management, staff, trainers and students

Guidelines:

To provide the best service possible and where practicable Murray ACE will endeavour to collect personal information directly from the client. However, in some cases information may be collected from a third party. For example, references check. Murray ACE will only collect personal information by fair and lawful means.

Use and Disclosure

We will use our best efforts to ensure that the information provided to us remains private and is used only for the purpose it was intended for. Murray ACE will not reveal, disclose, sell, distribute, rent, licence, share or pass personal information to a third party or other service provider, other than with the individual's express consent.

An authority to access information form has been developed for this purpose.

Murray ACE will not use or disclose personal information for the purposes of direct marketing, unrelated products or services.

Data Quality

Students are encouraged to help us keep their personal information accurate, complete and up to date by contacting us and informing us of any changes to their details.

Data Security

At Murray ACE we are committed to protecting the privacy of all personal information. We take reasonable steps to protect all personal information from misuse, loss and from unauthorised access, modification or disclosure. We ensure this by having such security measures as:

- Individual password access to systems and databases
- Secure filing cabinets
- Secure access to our offices and archive room.

We will also take reasonable steps to destroy or permanently de-identify personal information if it is no longer required for any purpose.

Access and Correction

Students will be provided with the opportunity to access their personal information held by Murray ACE Swan Hill Inc. and, if necessary, make corrections.



Sensitive Information

Murray ACE Swan Hill Inc. will not collect personal information revealing students racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, or details of health, disability or sexual activity or orientation, unless:

- their consent has been obtained
- the collection is required or specifically authorised by law
- the collection is necessary to prevent or lessen a serious and imminent threat to the life or health of any individual, where the subject of the information is physically or legally incapable of giving consent
- the collection is necessary for the establishment, exercise or defence of a legal claim.
- Collated data without personal identifiers may be used for marketing and research purposes

Collection of Images

Photography and video images of individuals may only be taken with their prior consent. Students can give or refuse consent using the course enrolment form. A consent form may be used for individuals who are not students such as clients, staff and Committee.

Images may be used on the Murray ACE website, Facebook pages, LinkedIn page, in newsletters and publications as well as distributed to members. Images may be used by Murray ACE Inc. in the future to promote the courses run by the organisation. No personal information, such as names, will be used in any publications unless express consent is given. Consent can be withdrawn at any time in writing to the Manager at Murray ACE Inc.

Resolving Student Privacy Concerns

Students can raise any concerns they may have regarding our personal information handling practices by discussing their concerns with the Centre Manager.

Initial Implementation Date: *March 2010*

Review Record

Related Documents or links

Date Endorsed by Committee of Management

13/09/2016

Date of Review

Name & Position

04/06/2012

Shane Miller – Successes

02/07/2014

Leanne Shannon-Kelson – Centre Manager

13/09/2016

Lorri Lambert – Compliance Officer

Endorsed at CoM Meeting

20/11/2017

Lorri Lambert – Compliance Officer

27/05/2019

Lorri Lambert – Compliance Officer

14/09/2020

Ann Murray – Training Coordinator and Compliance Officer

In meeting with LSK, BM and KZ

27-04-2023

Leanne Shannon-Kelson

Staff meeting with DR, OC and LSK