



# **CALIBRE<sub>Pty Ltd</sub> T/A SECURITY INSTITUTE**

## **Privacy Policy**

### **Protecting personal information**

Calibre Pty Ltd, as a leading security provider, understands the importance persons place on maintaining the privacy of personal information (such as name, address, date of birth, personal email address, etc.). Subsequently, we are committed to managing and protecting the personal information provided by students.

Through this policy Calibre Pty Ltd seeks to ensure students that any personal information obtained by Calibre Pty Ltd will be held in confidence and only used by Calibre Pty Ltd in the course of its business as a registered training organisation.

### **The collection, use and disclosure of personal information**

Personal information held by Calibre Pty Ltd (i.e. enrolment information and personal details) is collected and used for the purposes enrolling students into courses and maintaining clear and accurate records of its training and assessment activities.

Calibre Pty Ltd acknowledges that individuals provide personal information on a voluntary basis, to assist Calibre Pty Ltd to provide high quality products and services to students at their request. Calibre Pty Ltd will use individual's contact details to assist in the administering of its products and/or services. In this way, the Calibre Pty Ltd is able to ensure all interested persons are informed.

Calibre Pty Ltd will not disclose personal Information to an external company or third party without the express written permission of the student.

Personal information shall not be sold to anyone and shall not be used for promotions independent of Calibre Pty Ltd.

Calibre Pty Ltd shall destroy personal information, if there is no longer any legitimate purpose in retaining such information except where required by regulatory authorities such as ASQA which requires all student information to be retained for a minimum of 30 years.

Notwithstanding the above, Calibre Pty Ltd, as registered training organisation, is required to participate in external audit by the ASQA and other regulatory authorities in the conduct of its business. Subsequently, these authorities will

have access to your personal information for the purposes of audit only. None of the information disclosed to these authorities will be used for purposes other than that of the audit.

**Examples of personal information Calibre Pty Ltd may hold:**

- Name
- Address
- Telephone Number
- Fax Numbers
- Date of birth/age
- Place of birth
- Race or ethnic origin
- Language spoken at home
- Email address
- Photograph
- Student Results
- Educational Qualifications

**Changes to our privacy statement**

Calibre Pty Ltd may vary its privacy standards from time to time. Where changes are made these will be communicated to all students.

**Collection of personal information**

Calibre Pty Ltd shall only collect personal information that is necessary to carry out its business activities. Information shall be collected in a legal and just method and shall not, where reasonably possible, be intrusive. If practical, personal information shall be collected from individuals through enrolment into course/qualifications. When collecting Personal Information, Calibre Pty Ltd shall take reasonable steps to inform students about our identity, the purpose of collection and their rights to access Personal Information held by this organisation

**Use and disclosure of personal information**

Calibre Pty Ltd shall only use or disclose information for the primary purpose it was collected. Calibre Pty Ltd shall not use or disclose information for a secondary purpose unless the individual has consented in writing to the use or disclosure.

**Data quality**

Calibre Pty Ltd shall take all reasonable steps to make sure that personal information is accurate, complete and up-to-date at the time of collection and use.

**Data security**

Calibre Pty Ltd shall take reasonable steps to ensure personal information is safe from misuse, loss, and unauthorized access, alteration or disclosure. Information shall be destroyed or identifiers removed when it is no longer needed for either the primary or approved secondary purpose.

Calibre Pty Ltd shall take reasonable steps to ensure the security of physical files, computers, networks and communications are maintained at all times.

## **Openness**

Calibre Pty Ltd shall make available, on request, our Privacy Statement and Policy.

We shall also, on request and within reason, inform an individual:

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

## **Access and correction**

If requested, Calibre Pty Ltd shall give individuals access to and correction of their personal information held by this organisation. A copy of the policy and accompanying information will be available for perusal. When requesting access to personal information, individuals shall:

- Formally in writing, request to access their personal information
- Provide two (2) acceptable forms to prove their identity
- Advise in what format they require the information
- Provide data storage, if necessary
- Pay any reasonable associated fees
- Allow 15 working days for processing (i.e. 3 weeks)

Calibre Pty Ltd may choose to charge for access to and copy of personal information.

Should fees apply, they shall not be excessive, nor shall they apply to lodging a request and students are to be advised of the costs prior to arrangements for access being commenced.

## **Identifiers**

Calibre Pty Ltd shall 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.

## **Anonymity**

Persons will be given the option to interact anonymously with Calibre Pty Ltd whenever it is lawful and practicable to do so.

## **Sensitive and health information**

Calibre Pty Ltd shall not collect information that is of a sensitive nature unless prior permission has been sought from the individual.

A person has the right to inquire about their personal information being held by Calibre Pty Ltd. In the event that a person is not satisfied with Calibre Pty Ltd response in revealing/ disclosing this information, the person has the following recourse:

- The person has the right to request, and Calibre Pty Ltd is required to provide, information on the grounds for partial or non-disclosure;
- If unsatisfied with the grounds for partial or non-disclosure, the person has 60 days to write to Calibre Pty Ltd explaining why the person is disputing the partial or non-disclosure;
- If, on receiving this correspondence, Calibre Pty Ltd's position remains, the person can request that the matter be referred to the Office of the Federal Privacy Commissioner for review.