HBA Learning Centres Pty Ltd

Privacy Policy
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Purpose
HBA Learning Centres (HBA) adheres to the following Privacy Policy, which is applicable to all information that you provide HBA, whether the information is provided through HBA's website or through other means.

Scope
This policy relates to all information produced by or collected by the Australian Privacy Principles (APP).
From 12 March 2014, the Australian Privacy Principles (APPs) replace the National Privacy Principles and Information Privacy Principles and will apply to organisations, and Australian Government (and Norfolk Island Government) agencies.
The Australian Privacy Principles are detailed in Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012 No. 197, 2012.
HBA ensures compliance with the APP at all times. This Privacy Policy explains HBA's current information management procedures.

Policy

HBA's Promise to Protect Personal Information
HBA understands the importance persons attach to personal information (such as name, address, date of birth, personal email address, etc.). HBA is committed to managing and protecting the personal information any persons (potential or existing learner) share with HBA.

Through this policy HBA seeks to ensure that all persons will be able to deal with HBA in the confidence that personal information is only used by HBA in ways that is legal, ethical and secure.

Information Collection
The information HBA collects from individuals will be dependent upon the functions that this person uses within the HBA website or other means of contact with HBA. HBA will not collect any information, which individually identifies the person unless this person knowingly provides it to HBA.

HBA will only collect personal information that is necessary to carry out legitimate activities. Information will be collected legally, fairly and in a way that is not intrusive.

HBA will take all reasonable steps to ensure prior to collecting personal information that the person is informed about HBA's identity, why HBA is collecting the information as well as the persons rights to access their personal information held by HBA.
Types of information collected

When a person enrols into an HBA course, HBA is required to collect personal information as part of the enrolment process. This includes application for Recognition of Prior Learning (RPL), Credit Transfer (CT) or Pre-Requisite Entry Application. The enrolment form will collect details of a personal nature (e.g. date of birth, address, contact details) to ensure the identity of the individual and for the collection of accurate information pertaining to the course enrolment. Further to this, personal information for Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) requirements for collecting information will be included on the enrolment form. This information is of a personal nature and will include but it not limited to details of educational background, employment history and current employment status and language, literacy and numeracy skills.

The collection of this information will also assist HBA in ensuring appropriate support needs are identified and effective training and assessment arrangements can be made on an individual basis as required. Persons visiting the HBA website may be able to access other sites by clicking on links that HBA embeds within its website. Persons should be aware that other sites may not be subject to the same privacy standards and procedures as HBA. HBA does not take responsibly for persons choosing to visit these other sites.

Note: HBA only collects personal information necessary for enrolment and reporting purposes.

Provision of details

Information submitted digitally to HBA (e.g. using an electronic enrolment form or by sending an email) is collected and used only for the purposes that it is provided for.

When a person makes an enquiry about an HBA course through the HBA website, HBA will use the information to process the enquiry. In this case the person making the enquiry may elect to use a Pseudonym (e.g. preferred name, alias, nickname etc.)

When a person makes the decision to enrol in an HBA course and completes an enrolment form (including RPL Application, CT Application or Pre-Requisite Entry Application) the person must use their full legal name for this enrolment to be processed.

HBA will only issue certificates and statements of attainment with the legal name detailed on the enrolment form or RPL, CT or Pre-Requisite Entry Application.

HBA will take all reasonable steps to make sure that personal information is accurate, complete and up-to-date at the time of collection and use. It is the responsibility of the individual to ensure HBA is provided with updated personal information as it changes (e.g. change of name or address etc.).

All enrolment forms must be signed by the individual stating the information provided is true and correct at the time of submission.

If an individual’s details have changed (e.g. name change due to marriage) they will need to inform HBA in writing to request the personal information to be updated. Changes to identification will require the individual to provide acceptable ID to prove their identity (e.g. Marriage certificate).
**Use of Information**

The personal information gained during the enrolment process will not be released to any third party for marketing or any other purposes.

Primarily HBA will use this information to provide the person with the services available through HBA – in the case of an enquiry, or for RTO data collection and reporting requirements – in the case of an enrolment.

HBA employees will use individual’s contact details to assist in the administering of its courses. In this way, HBA is able to ensure all interested persons are informed (e.g. relevant Trainer and Assessor, Funding body etc.). In addition, HBA may use information collected as above to provide or offer further services and products. Persons not wanting to receive such information may contact HBA and request such contact be cancelled. HBA will provide reasonable opportunity for an individual to opt-out of any activity that makes use of their Personal Information (e.g. learners receiving updates from HBA regarding upcoming specials via email – will be provided with the opportunity to contact HBA and request such contact be cancelled should they not want to receive this information).

**Disclosure of Information**

HBA will not disclose Personal Information to any external company or third party unless the individual has consented to the use or disclosure (e.g. a learner requests in writing that their progress and results be provided to a potential employer).

Personal information will not be sold to anyone and will not be used for promotions independent of HBA.

Personal information will be destroyed, if there is no longer any legitimate purpose in retaining such information and that the record retention periods imposed by the State and Federal Governments have been exceeded.

HBA will only disclose personal information when HBA are required to co-operate with investigations of alleged unlawful activities and conform to the proclamations of the law or comply with legal processes served on HBA.

HBA will also disclose personal information to fulfil a user’s request. For an individual to obtain copies of their personal information to be distributed they must request a copy in writing to HBA using the HBA Release of Information document to grant permissions.

Once HBA has received a completed Release of Information document the information can then be released.

**Storage of Information**

HBA is required to keep your records for compliance in line with the Standards for RTO’s 2015.

These records are kept for a minimum of 30 years in an electronic Student Management System and HBA’s private central server that is backed up daily and stored.

Access to these records is strictly controlled. Only authorised HBA employees will have access to
folders on the server. Restricted access is enforced on files that hold sensitive information to ensure authorised access only. HBA will at all times, take reasonable steps to ensure the security of physical files (including learner files), computers, networks and communications are maintained.

Where sensitive information is concerned (e.g. credit card details, work related documents with confidentiality requirements) information will be shredded and then stored in security bin until destroyed by a Preferred Security Destruction Contractor when no longer needed for either primary or approved secondary purposes or when the required retention period has been met.

At all times HBA will take reasonable steps to ensure all personal information is safe from misuse, loss, and unauthorised access, alteration or disclosure.

Further Information

If any persons reading this Privacy Policy have any queries about the privacy and security procedures for HBA, please contact HBA on 1300721503.

Any persons believing their personal information has not been dealt with in accordance with any part of this Privacy Policy or the Australian Privacy Principles, a written complaint can be directed to HBA. Complaints should be addressed to the HBA Compliance Manager.