

PRIVACY AND CONFIDENTIALITY

GENERAL PRINCIPLES

Qantas Airways Ltd Registered Training Organisation (RTO) is committed to providing systems and processes which preserve and protect the privacy and rights of those whose information is held by the RTO.

There are guidelines for collecting and managing personal information. Personal details such as address and telephone numbers will not be released to outside organisations without the person's written consent, except where required to be produced under a statutory provision such as a subpoena or search warrant, or in the event of an emergency.

It may be necessary from time to time to provide learner information to the national AVETMISS (The Australian Vocational Education and Training Management Information Statistical Standard) data-base. This is a system used by NCVET to provide governments with nationally consistent vocational education and training information as collected and analysed throughout Australia. When this information is provided by the RTO, data does not link to a person's name, and the address information is only provided at the level of Post Code.

Third parties engaged to operate on behalf of Qantas RTO will be subject to this policy and guidelines.

GUIDELINES

- a) Personal information may need to be collected in the course enrolment and provision of educational programs, products and services. The information collected may include full name, address, phone numbers, birth date, gender, marital status, highest school year attended, qualifications achieved, disability information, current job information, country of birth, languages spoken at home, emergency contacts.
- b) We may also collect personal financial information so that we can collect payment for programs, products and services, which may include bank account or credit card information.
- c) In the case of staff, contractors and consultants working with the RTO, further information may include historical job information, referee testimonials, CV, copies of qualifications, salary information, and financial information to allow for payment such as Tax File Number, ABN Number.
- d) Information collected may also be used for secondary purposes such as sending out evaluation surveys or further information about products and services.
- e) Information may be held in electronic files or hard-copy files, with access restricted to only those staff and contractors who require access for the purpose of performing their duties.
- f) Any person can access their personal information upon request. The only exception to this is where the provision of access may be prejudicial to the interest of the Qantas Group or a third party, for example where the information relates to a current investigation. When requesting access to personal information, it is best to provide as much detail as possible as to the particular information required. In some situations an access fee may be charged to cover the costs of providing the information.
- g) 'Cookies' technology may be used on Qantas College websites to allow us to identify your movements around the site. **Cookies are not used to determine the identity of individual users.**

PROCEDURES

Learning Participant responsibilities:

1. Provide correct information and to inform us in a timely manner of any changes to the details lodged
2. Provide necessary supporting documentation to change or update details as required
3. Provide written consent where personal information can be disclosed to third parties
4. Make application through the Manager Quality and Accreditation for access to personal records kept by Qantas College

Qantas College, Qantas Group Segments, RTO staff and contractor responsibilities:

1. Maintain and update information to ensure accuracy of records
2. Take all reasonable steps to ensure personal information remains secure
3. Provide access to participants to information related to themselves
4. Ensure databases that house personal information have in place the necessary access restrictions to limit control and access to only approved parties
5. Keep personal information only for the time period necessary to fulfil the purpose for which it was collected and intended.
6. Access the personal files and learner records of external course participants as determined or delegated by the Manager, Learning and Development, Qantas College.
7. In the case of Qantas employees, the Qantas Policy on “Accessing Employee Information and Records” will apply, wherein a manager of a Qantas segment or department may have delegated access to their employees’ records.

Disclosing personal information to third parties

1. Ensure the request for information is provided in writing with reasons for the request clearly stated
2. Ensure the person whose information is requested has provided a written authority for release of the information
3. Respond to request in writing, acknowledging consent to disclose
4. Retain a copy of the written requests and response on the personal file.

Divulging Confidential Information

Any employee or contractor of Qantas who divulges information without the appropriate authorisation commits an act of serious misconduct. As per the Qantas Policy Manual, such an offence may include dismissal.

Breach of policy

In the event that a Qantas employee or contract breaches the privacy and confidentiality guidelines, People and Qantas legal officers may be called in to give guidance regarding the release of the information.