



Privacy Policy

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Privacy Policy

Future Skills International is required to collect, manage, use, secure and disclose personal information in accordance with the Privacy Act 1988 (Commonwealth), Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the thirteen Australian Privacy Principles (APPs).

Under the privacy laws, personal and sensitive information is defined as follows:

- Personal information: “information or an opinion about an identified individual, or an individual who is reasonably identifiable: (a) whether the information or opinion is true or not; and (b) whether the information or opinion is recorded in a material form or not.”
- Sensitive information: “(a) information or an opinion about an individual’s: (i) racial or ethnic origin, or (ii) political opinions, or (iii) membership of a political association, or (iv) religious beliefs or affiliations, or (v) philosophical beliefs, or (vi) membership of a professional or trade association, or (vii) membership of a trade union, or (viii) sexual preferences or practices, or (ix) criminal record, that is also personal information; or (b) health information about an individual; or (c) genetic information about an individual that is not otherwise health information; or (d) biometric information that is to be used for the purposes of automated biometric verification or biometric identification; or (e) biometric templates”.

Data Collection

As a registered training organisation (RTO), Future Skills International is required to collect personal information from students at the time of enrolment, throughout a course and on the completion of a course.

Personal information collected on enrolment is reported to the regulator, the Australian Skills Quality Authority (ASQA) under the requirements of the Australian Vocational Education and Training Management Information Statistical Standards (AVETMISS).

Specific information collected by Future Skills International includes:

- a) name
- b) address
- c) contact details
- d) date of birth
- e) gender
- f) country of birth
- g) language spoken at home
- h) level of English spoken
- i) disability information
- j) highest secondary schooling completed
- k) other qualifications completed
- l) current employment status
- m) indigenous status

Future Skills International will only collect personal information by fair and lawful means.

Sensitive Information

Personal information collected by Future Skills International that may be regarded as 'sensitive' under the Privacy Act includes:

- 'Disability' and 'health'; 'indigenous status', 'language spoken at home', 'proficiency in spoken English', 'country of birth' (implies ethnic/racial origin). This information is specified in the AVETMISS data elements.
- 'Dietary requirements' (health-related), which are collected for catering purposes only.

Direct Marketing

Future Skills International respects an individual's right not to receive marketing material and provides an option for individuals to unsubscribe from receiving marketing material. Future Skills International conducts its marketing communications mainly through the Expression of Interests Register, and dissemination of research in accordance with Australian Privacy Principle 7 (Direct marketing), and the Spam Act 2003 (in respect of electronic communications).

Notification of Collection

AVETMISS data collection– notification is given at the time of applicant enrolment to skills assessment.

Assessment questionnaire and testimonial – notification is either provided to candidates before collecting the information to participate in a questionnaire and provide a testimonial at the completion of the practical assessment.

Use and Disclosure

Future Skills International will only use and disclose personal information to:

- a) establish and maintain client and participant relationships
- b) provide the products and services as required by the client and participant
- c) administer and manage those products and services
- d) report to registering bodies, Trades Recognition Australia, Department of Home Affairs (DHA), the Australian Federal Police, your nominated agent or representative, approved organisations or individuals providing in-country verification services, contractors, sub-contractors, the Faire Work Ombudsman, state/territory licensing regulators, industry organisations including Industry Skills Councils, the Australian Skills Quality Authority in relation to relevant skills assessment services provided

Future Skills International does not disclose personal information other than for the primary purpose for which it was collected, or where an individual has consented to a secondary purpose, or where an individual would reasonably expect this (such as receiving communications about upcoming practical assessments in various locations), or if required to by law.

Future Skills International may also share personal information with other governing body in accordance with legislation. In these circumstances, Future Skills International will take reasonable steps to inform and gain consent from the individuals concerned and take all reasonable steps to ensure that the recipient handles the personal information according to the APPs.

Data Quality

Future Skills International endeavours to ensure the personal information it collects and uses or discloses is accurate, up to date, complete and relevant. Future Skills International encourages clients

and participants to help us keep their personal information accurate, complete and up-to-date by contacting and informing us of any changes.

Access to and Correction of Personal Information

Individuals may, subject to the exceptions prescribed by the Australian Privacy Principles, request access to and correction of their personal information where this is collected directly from individuals by Future Skills International.

Future Skills International does not charge for giving access to or for correcting personal information.

Requests for access to or correction of personal information should be made in writing and addressed to:

Future Skills International
PO Box 55 Moorooka Qld 4105 or
fsi@futureskills.asn.au.

Requests will be responded to within 7 business days.

Information Security

Future Skills International takes active steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure.

Future Skills International systems and internal network are protected from unauthorised access using appropriate technologies. Access to databases is protected through user log-on and password and assignment of user access rights.

Future Skills International premises and server room are fully secured. A current business continuity and disaster recovery plan is in place and is reviewed regularly. All hardware is properly 'sanitised' before disposal.

Privacy Complaints and Concerns

Clients are able to raise any concerns they may have regarding personal information handling practices by contacting our administration staff.

Complaints about management of personal information should be directed in writing to Administration Officer at fsi@futureskills.asn.au. Future Skills International will respond in writing within 14 business days.