

PRIVACY PROTECTION POLICY

Relevant standard: Standards for Registered Training Organisations (RTOs) 2015, Clause 8.5 and 8.6.

Binnacle Training is a Registered Training Organisation with responsibility for delivering vocational education and training. Binnacle Training collects and stores personal information on our learners and industry clients. Binnacle Training complies with the Privacy Act 1988 (Commonwealth). This policy describes how Binnacle Training collects, manages, uses, discloses, protects, and disposes of personal information in accordance with the Australian Privacy Principles (APPs) outlined in Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Definitions

Under the Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012 (s6(1)), 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”.

Authority to Collect and Store Information

Binnacle Training is an approved Registered Training Organisation by the Australian Skills Quality Authority. This registration is issued under the authority of the National Vocational Education and Training Regulator Act 2011. This legislation requires Binnacle Training to collect personal and sensitive information from its learners. This requirement is specified in the Data Provision Requirements 2012 which is one of five legislative instruments that Binnacle Training must comply with as a condition of its registration.

The data provision requirements require Binnacle Training to collect data from learners in accordance with the Australian Vocational Education and Binnacle Training Information Statistical Standard (AVETMISS). This is a complex information standard that defines information about who the learner is, where the training is delivered and what they are studying. The Standards for Registered Training Organisations require Binnacle Training to retain and store this information for up to 30 years and to report training activity to government agencies in accordance with mandatory reporting requirements.

Together these requirements form a statutory obligation to collect, store and report information of any learner participating in nationally accredited training. The publications referred to in this section can be accessed from the ASQA website.

Collection, Use and Consent

Binnacle Training collects personal information, either directly or indirectly, that is reasonably necessary for, or directly related to its delivery of the services it offers. Some of the information collected may be regarded as 'sensitive' as defined by the Privacy Act. Binnacle Training collects and uses personal information for the following purposes:

- account creation for students, teachers, and assessment through our custom-built LMS;
- provide information, products and services and request information to manage and administer those products and services (including enrolment, assessment and issuing certificates of completion and statements of attainment);
- deliver or facilitate the provision of training and capture assessment evidence for making assessment judgements;
- respond to queries relating to our website, products, advice and services;
- provide information to our network of industry partners and contractors for the purposes of assisting and managing enquiries or needs;
- to better understand client needs, enabling us to improve our products and services;
- internal record keeping;
- circulate promotional emails about new products and services (including program offerings), special offers or other relevant information;
- measure consumer interest in our products and services;
- contact clients for market research purposes; and
- direct marketing (Binnacle Training will only use client information if consent has been provided for this purpose and a client has opted-in to this type of communication).

Providing Binnacle Training with personal information is optional and clients can choose not to provide this information. Providing Binnacle Training with personal information indicates consent as per the terms in this Privacy Policy, and to us disclosing or receiving personal information for these purposes. Binnacle Training will not sell, distribute or lease personal information to third parties unless we have client permission or are legally required to do so. If clients do not provide any personal information, it may affect use of the website or the products and services offered.

Solicited Information

Information that Binnacle Training can collect may include:

- Name (including title) and date of birth
- Organisation, current school and position
- Address, telephone and email
- Vocational needs
- Audio and video recordings for assessment purposes
- Language, literacy and numeracy skills
- Parent, guardian or next of kin
- Business information
- Survey responses

This information is collected for marketing, support services, mandatory reporting and for communicating with stakeholders as part of our day-to-day operations. Binnacle Training may receive personal

information from third parties and in such cases, this information will be protected as set out in this Privacy Policy.

In addition to information collected for training activity, Binnacle Training will also collect, store and report information relating to satisfaction surveys, complaint handling and on our client employers.

Names, addresses, phone numbers, emergency contact details, bank account details and other employment related information is collected from employees for the purpose of managing human resources. The management of staff personal information complies with this policy.

Collection Methods

Learner personal and sensitive information as well as training activity information is prescribed by the AVETMIS Standard. This information is stored on our network drive and student management system and is collected directly from our learners using a variety of methods, including but not limited to:

- Online enrolment application
- Blue Card application
- Consent, survey or feedback form
- Incident report
- Learning Management System
- Industry partner associations or other body which is a member or affiliated with Binnacle Training
- Newsletter subscription
- Accessing the Binnacle Training website
- Contact via email, telephone, mail or social media
- Participation in any Binnacle Training program, activity, competition or event
- Complaint forms
- Recognition application
- Refund request

Binnacle Training personal information is collected from individuals on employment commencement.

Sensitive Information

Personal information collected by Binnacle Training that may be regarded as 'sensitive' under the Privacy Act includes:

- 'Disability' and 'long-term impairment status' (health); and '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 and is collected for the national VET data collections, national VET surveys, and may be collected for VET-related research.
- 'Dietary requirements' (health-related) are collected for event catering purposes only.
- Biographical information, which may contain information on 'affiliations' and 'membership of a professional or trade association' are obtained from keynote speakers for event marketing purposes.
- 'Memberships of professional associations' and 'health and work injury information' is collected from Binnacle Training employees for HR management purposes.

Direct Marketing

Binnacle Training respects an individual's right not to receive marketing material and provides an option within communications for individuals to unsubscribe from receiving marketing material. Binnacle Training conducts its marketing communications and dissemination of service information in accordance

with Australian Privacy Principle 7 (Direct marketing), the Spam Act 2003 (in respect of electronic communications), and the Do Not Call Register Act 2006. It is not, however, Binnacle Training practice to 'cold call' for the purpose of marketing its products and services.

Google Analytics and Cookies

Google Analytics is a web service provided by Google Inc. Cookies are used to generate data on website activity and usage. The cookies, which include IP addresses, are transmitted to and stored in Google servers in the United States where they are used to compile web-use reports. Google may transfer this information to third parties, where required by law, or for information processing on its behalf. Google will not associate IP addresses with any other data held by Google. More information on Google's privacy policy can be found at: policies.google.com/privacy. It is possible to disable cookies by adjusting web-browser settings and to opt-out of Google Analytics (tools.google.com/dlpage/gaoptout). Doing so, however, may affect web-site functionality.

Binnacle Training uses session "cookies" for keeping users logged in to the website. A cookie is a small file supplied by Binnacle Training's web server and stored by the web browser software on the individual's computer when accessing the website. An explanation of cookies can be found at the site of the Office of the Australian Information Commissioner. Cookies allow Binnacle Training to recognise individuals as they move amongst the pages on our website, and to retain data about whether users are logged in to the Binnacle Lounge.

The Binnacle Training web servers automatically log information such as server address, date and time of visit and web pages accessed. No personal information is recorded. These logs are used only for website management and improvement.

Unsolicited Personal Information

Binnacle Training only collects, uses and stores information which is directly related to the provision of training and assessment (for students) and information directly related to the employment or engagement of contractors (for employees and contractors). If Binnacle Training should receive unsolicited personal information, it will be treated and managed according to the Australian Privacy Principles. Information which is received that is not related to training and assessment or employment with Binnacle Training is destroyed in a safe and secure manner.

Notification of Collection

Binnacle Training aims to notify individuals of the collection of their personal information before, or at the time of collection, or as quickly as possible thereafter. Notifications are usually in writing such as enrolment forms but may be verbal for telephone help-desk services, or research conducted by telephone interview.

- Marketing – notification is provided on our website course application page. Individuals are also notified at the time of collecting personal information for events. A privacy notice is provided in all Binnacle Training marketing communications.
- Quality Indicator surveys – notification is provided in the letter of invitation to participate in the surveys and also at the time of collecting the information (online or by telephone).
- Binnacle Training staff – notification is provided on employment commencement.

Disclosure of Personal Information

Binnacle Training does not disclose personal information other than for the purpose for which it was collected, or an individual has consented to a secondary purpose, or an individual would reasonably expect this (such as receiving communications about upcoming events), or if required by law. By providing Binnacle Training with personal information, you consent to this disclosure and Binnacle Training may disclose personal information for the following reasons:

- providing information, products and services to clients;
- informing teachers, assessors, and our industry partners about course progression and completion status;
- to register and administer events, promotions or competitions;
- to verify personal information details upon request from third parties, such as completion of courses, a request from a potential employer verifying a qualification and further enrolment into another institution;
- for students under 18, information regarding attendance, progress and general well-being may be provided in order to keep parent(s) and/or guardian(s) adequately informed;
- to courts, tribunals, regulatory authorities, and law enforcement officers as required by law, in connection with any actual or prospective legal proceedings, or in order to establish, exercise or defend our legal rights;
- to one or more consultants, for the purpose of providing information and services to clients;
- to relevant third parties, with our client's consent, if the matter involves third parties; and
- to third parties, including agents, referral partners, contractors, and sub-contractors for the purposes of providing information, products and services to clients.

Binnacle Training may share personal information with the Commonwealth government in accordance with Commonwealth contractual obligations such as:

- Disclosure and reporting to Commonwealth and State government agencies (including State Training Authorities) for the purpose of administering entitlements to financial assistance under Commonwealth and State government programs for supporting students (e.g. VETiS funded by the VET investment budget).
- Disclosure to government agencies responsible for administering and regulating education and training providers in Australia [e.g. Australian Skills Quality Authority (ASQA)].

In these circumstances, Binnacle Training will take reasonable steps to inform and seek consent from the individuals concerned and take all reasonable steps to ensure that the recipient handles the personal information according to the APPs.

Binnacle Training does not sell its mailing lists to third parties for marketing purposes.

Binnacle Training does not disclose personal information to overseas recipients. While people around the world can access material published on our website, no statistical or research publications contain identifiable personal information.

Binnacle Training is required to collect, in some circumstances, government related identifiers. Binnacle Training will not use these identifiers for any reason or purpose except for the explicit reason it is required (e.g. Concession numbers, Unique Student Identifier, Tax File Numbers, Drivers Licence Number, etc.) and will not use these numbers as an identifier of individuals. Binnacle Training will only

disclose government related identifiers where required by law or express consent has been given to disclose this information.

Management of Personal Information

Binnacle Training endeavours to ensure the personal information it collects and uses or discloses is accurate, up to date, complete and relevant. Binnacle Training routinely updates the information held in its learning management system. This includes confirming with students who are returning for a new enrolment if their personal contact details have changed.

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 Binnacle Training. All requests for access to personal information must be in writing and the individual must be able to identify themselves and verify their identity prior to any information being disclosed

Binnacle Training does not charge for giving access to or for correcting personal information. Requests for access to or correction of personal information should be made to:

Melissa Bulow
Chief Operations Officer
PO BOX 2559
Ipswich QLD 4305
melissa.bulow@binnacletraining.com.au

Information Retention and Disposal

Personal information is held in electronic and paper format:

- Information collected from student enrolment applications and survey responses is held in databases.
- Names and contact details of stakeholders are held within the student management system and email contact lists.
- Names and contact details collected during the delivery of services are held in electronic form in Binnacle Training's document management system.
- Personal staff information is held within the HR management system (Employment Hero) and payroll database (Xero).
- Backup copies of all electronic files held in Binnacle Training systems are kept in the event of system failure/loss. All backup copies of system files are secured.

Binnacle Training retains personal information for 30 years. When personal information is no longer necessary for Binnacle Training business functions, and it is lawful to do so, Binnacle Training destroy the information.

Information Security

Binnacle Training takes active steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure.

- Binnacle Training systems and internal network are protected from unauthorised access using appropriate technologies. Most system data transferred over the internet is protected by Secure

Socket Level protocol (SSL). The inherent risks associated with data transmission over the internet are, however, commonly acknowledged.

- Access to the student management system is protected through user log-on and password, and assignment of user access rights.
- Third-party providers used by Binnacle Training for the delivery of services are all located within Australia and are required to be compliant with the Australian Privacy Principles and offer appropriate safeguards to protect personal information.
- Binnacle Training premises and data storage systems are fully secured with redundancy in place in the event of natural disasters. Regular third-party pen testing is conducted on our systems in addition to close monitoring by internal developers. Manual and automatic malicious code scanners are in place, including regular pen testing by a third party and internal scanning on staff computers. Binnacle Training practices clean-desk policy and locking workstations when working with personal information. Paper documents containing names and addresses are required to be locked away and shredded when destroyed. All records will be kept in Australia and all hardware is properly 'sanitised' before disposal.
- Data is stored using obfuscation for relevant personal information and encrypted passwords. The server infrastructure is located in an Amazon Web Services data centre facility in Sydney, Australia. The server is configured using best security practices. A code review and quality assurance process is undertaken prior to code being deployed into the production environment. Access to server infrastructure is through public and private key authentication with multiple access level checks.
- The Binnacle Training website may contain links to other websites of interest. Please note, we do not have any control over those websites. Binnacle Training is not responsible for the protection and privacy of any information provided whilst visiting such websites and such websites are not governed by this Privacy Policy. You should exercise caution when accessing such websites and look at the Privacy Policy applicable to the website in question.

Complaints and Concerns

Complaints or concerns about Binnacle Training management of personal information should be directed in writing to Binnacle Training Chief Operations Officer. Complaints received by Binnacle Training will be managed in accordance with the Complaint Handling and Appeals Handling policy.

Amendments

This Privacy Protection Policy may be amended from time to time with changes, additions and deletions, at Binnacle Training's sole discretion. This Policy should be checked regularly for any changes and note that continued use of the website following any amendments indicates acceptance of these amendments.