

Purpose

Vative Healthcare considers privacy to be of the utmost importance and practice a high standard of care and concern in regard to maintaining student privacy in all aspects of business operations. All Vative Healthcare students have the right to request information about, or have access to, their own individual records.

Standards and Conditions

The following table represents areas which this policy and procedure relates to in accordance to Federal and State contract guidelines.

ASQA: Standards	Delegate Requirements	HESG: VET Funding Contract
Standard 3.4	R6.1	Clause 5.13
Standard 3.6	R6.2	Clause 10

Responsible Parties

The Chief Executive Officer is responsible for the company's adherence to the legislative requirements that govern the Privacy Act. The RTO Manager is the responsible officer for ensuring students have and can obtain access to their information and records.

Policy Outline

Vative Healthcare complies with the following privacy principles:

Collection

Vative Healthcare will only collect necessary information pertaining to one or more specific operations. The student will be informed as to the purpose for which details are being collected.

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Use and disclosure

Vative Healthcare will ensure student personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the student unless a prescribed exception applies.

Data quality

Vative Healthcare will take all reasonable measures to ensure that all student personal information that is collected, used or disclosed is accurate, current, and complete.

Data security

Vative Healthcare will take all reasonable measures to ensure all collected student personal information is protected from misuse, loss, or damage, and that all data and record storage is secure from unauthorised access, modification, or disclosure.

Openness

Vative Healthcare will maintain documentation which details how student personal information is collected, managed, and used. When a student makes an enquiry in relation to information collected, Vative Healthcare will explain what information is held, for what purpose it is held, and what procedures outline the collection and use of information.

Access and correction

Vative Healthcare will allow student access to personal information held in all circumstances unless prescribed exceptions apply. If the student identifies errors within the information, Vative Healthcare will correct and update to file.

Unique Student Identifier (USI)

Vative Healthcare will notify students upon enrolment of their obligation of creating a USI or give their permission to have a USI created on their behalf by Vative Healthcare. Vative Healthcare follows the regulations as set out in the "Student Identifiers Act 2014" to always ensure students privacy whilst collecting applicable information for the creation of a USI.

The "Students Identifiers Act 2014" can be accessed through the website www.usi.gov.au/

Anonymity

Vative Healthcare will provide students with the opportunity to interact with the business without requiring the student to make their identity known in any circumstances where it is practical and possible to do so.

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Trans Border Data Flows

Vative Healthcare privacy protection principles apply to the transfer of data throughout Australia.

Sensitive Information

Vative Healthcare will request consent from a student in circumstances where it is necessary to collect sensitive information. Sensitive information may include but is not limited to; information relating to a student's health, criminal record, racial or ethnic background.

VET Funding Contracts

Vative Healthcare will not, without the prior written approval of the regulatory bodies, disclose (or permit the disclosure of) information regarding VET Funding Contract or any Confidential Information of the Department.

Code of Conduct & Ethics

Vative Healthcare code encompasses that persons representing the RTO will respect the privacy and intellectual property of all people and organisations it makes contact with.

Procedure Outline

Privacy

Student records and personal information will be stored securely and confidentially in accordance with the Information Privacy Act 2000 and the Australian Privacy Principles 2014. A copy of the Act can be accessed through the following website:

www.legislation.vic.gov.au/in-force/acts/electronic-transactions-victoria-act-2000/004

Access to Records

Students may access their records through the following means:

- Electronic format
- Hard copy (photocopies)
- In person, by appointment only

Students are required to contact the RTO Manager or a delegated responsible officer and express their interest in accessing their records in either of the above methods. Before any

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information can be accessed, students are required to prove their identity by confirming at least 4 of the following personal information questions:

- Full legal name
- Date of birth
- Home address (or postal)
- Phone number
- Email address
- Qualification(s) enrolled or completed

If after viewing their files, students are not satisfied with the information contained or consider some information to be inaccurate they should put a request to the RTO Manager in writing outlining their concern and asking for corrections to be made. The student may ask to view their file again to ensure the changes have been made.

Vative Healthcare cannot disclose information to a third party without the written or verbal consent of the student.

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