

Unity Training Services Privacy Policy

In Australia, privacy law generally relates to the protection of an individual's personal information. Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable.

The Privacy Act includes thirteen (13) Australian Privacy Principles (APPs). The APPs set out standards, rights and obligations for the handling, holding, accessing and correction of personal information (including sensitive information).

This policy is based on the thirteen (13) APP's through the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* and details how we comply with each of these APP's.

The management of Unity Training Services should ensure that all staff of Unity Training Services undertake awareness training in this policy and its underpinning legislative requirements, and comply with this policy at all times.

Consideration of Personal Information Privacy

Open and Transparent Management of Personal Information

Unity Training Services will:

- Ensure that personal information that we collect is managed in an open and transparent way;
- Take reasonable steps to implement practices, procedures and systems relating to our functions or activities that will enable them to deal with enquiries or complaints from individuals about the compliance with the Australian Privacy Principles;
- Ensure that we have a clearly expressed and up to date policy about the management of personal information by Unity Training Services;
- The kind of information that Unity Training Services collects and holds;
- How we collect and holds personal information;
- How an individual may access personal information about the individual that is held by Unity Training Services and seek correction of such information;
- How the individual may make a complaint about a breach of the APP's and how we will deal with such a complaint;

Collection of Personal Information

Purpose of Collecting Personal Information

Unity Training Services collects, holds and uses the previously mentioned personal information and records for the purposes outlined above, Unity Training Services only

collects information as and when required by requesting it to be submitted by the individual with their consent in writing (this consent may be in the form of an application for enrolment or employment).

Information can be collected by Unity Training Services through:

- Physical hard copy;
- Electronic submission via:
 - Email;
 - Facsimile;
 - Unity Training Services website including social media sites;
- Promotions, Open Days and exhibitions.

Dealing with Personal Information

Use and Disclosure of Personal Information

Unity Training Services will not use or disclose personal or sensitive information for any purpose other than what it was collected for unless the relevant person has provided written consent to use or disclose the information in circumstances that are different to those for which it was collected.

Integrity of Personal Information

Quality of Personal Information

Unity Training Services must take steps to ensure that the personal information that it collects is accurate, up to date and complete. Management must take steps (as are reasonable in the circumstances) to ensure that the personal information used or disclosed is, having regard to the purpose of the use or disclosure, accurate, up to date, complete and relevant. In all cases this includes all physical hard copy and electronic records.

Security of Personal Information

Unity Training Services must take steps that are reasonable in the circumstances to protect the information from misuse, interference and loss as well as unauthorised access, modification or disclosure. Unity Training Services achieves this by:

- Ensuring any hard copy files containing physical, hard copy personal information is held in a secure office with lockable doors and windows and security alarms at all times, including where this information is archived. This would include records such as old training and assessment documentation, archived application documents in draft format, etc.
- All electronic payment transactions are conducted on a securely hosted website with appropriate intrusion protection and logical system access requiring each user to enter a user name and password for access.

The security of your personal information is important to us. When you enter sensitive information (such as credit card numbers) on our website, we encrypt that information using secure socket layer technology (SSL). When Credit Card details are collected, we simply pass them on in order to be processed as required. We never permanently store complete Credit Card details.

We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it.

- Unity Training Services will conduct regular audits, either combined with or separate to its internal audits for registration purposes to confirm compliance with this policy and the Australian Privacy Principles.

Access to, and Correction of, Personal Information

If Unity Training Services holds personal information about an individual, Unity Training Services must, upon request by the individual, give the individual access to the requested information.

Exception to Access

If despite the above clause Unity Training Services is not required to give the individual access to the personal information to the extent that:

- Unity Training Services reasonably believes that giving access would pose a serious threat to the life, health or safety of an individual, or to public health or public safety; or
- Giving access would have an unreasonable impact on the privacy of other individuals; or
- The request for access is vexatious or frivolous.

Dealing with Requests to Access

Unity Training Services must respond to the request within a reasonable period after the request is made and give access to the information in the manner requested by the individual, if it is reasonable and practicable to do so.

Correction of Personal Information

If Unity Training Service holds personal information about an individual, and is either satisfied that having regard to a purpose for which the information is held, the information is inaccurate, incomplete, irrelevant or misleading or the individual requests that Unity Training Services correct the information, Unity Training Services must take such steps as are reasonable in the circumstances to correct that information to ensure that, having regard to the purpose for which it is held, the information is accurate, up to date, complete, relevant and not misleading.