



Veritas Training Group

Productivity Places Program

PARTICIPANT CONFIDENTIALITY

Participants' personal information is to be collected, stored, accessed, used and disclosed in accordance with the Privacy Act 1988. **Note:** The *Crimes Act 1914* and The Criminal Code provide severe penalties for the unlawful disclosure of information. Under the Productivity Places Program, a RTO is permitted to collect private information for the purpose of providing information and enrolment processes.

PRIVACY ACT

The *Privacy Act 1988* provides for the protection of personal information in relation to its collection, storage, access, use and disclosure. Personal information is information or an opinion (including information or an opinion forming part of a database), whether true or not, about a participant whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

DEEWR is bound, in administering the *Productivity Places Program – Job Seekers*, by the provisions of the Privacy Act. Section 14 of the Privacy Act contains the Information Privacy Principles (IPPs) which prescribe the rules for handling personal information.

Approved RTOs and DEEWR personnel involved in the *Productivity Places Program – Job Seekers*, must abide by the Information Privacy Principles (IPPs) and the Privacy Act when handling personal information collected for the purposes of the program. In brief, approved RTOs and DEEWR must ensure that:

- personal information is collected in accordance with Information Privacy Principles 1-3;
- suitable storage arrangements, including appropriate filing procedures are in place;
- suitable security arrangements exist for all records containing personal information;
- access to a person's own personal information held by the organisation is made available to the person at no charge;
- records are accurate, up-to-date, complete and not misleading;
- where a record is found to be inaccurate, the correction is made;
- where a person requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment are noted on the record;
- the personal information is only to be used for the purposes for which it was collected, or for other purposes where expressly allowed by Information Privacy Principle 10; and
- personal information is only disclosed in accordance with Information Privacy Principle 11.

PRIVACY COMPLAINTS

Complaints about breaches of privacy should be referred to the Principal Government Lawyer, Litigation and External Review section in the Procurement, Assurance and Legal Group in the department.

Privacy complaints can be made directly to the Federal Privacy Commissioner (the contact number is 1300 363 922), however the Federal Privacy Commissioner prefers that the department be given an opportunity to deal with the complaint in the first instance.

FREEDOM OF INFORMATION

All documents created or held by the department with regard to the program are subject to the *Freedom of Information Act 1982* ('the FOI Act'). The *Freedom of Information Act* extends as far as possible the right of the Australian community to access information in the possession of government departments.

Unless a document falls under an exemption provision, it will be made available to the general public if requested under the *Freedom of Information Act*. All *Freedom of Information Act* requests are to be referred to the Director of the Litigation and External Review Section in the Procurement, Assurance and Legal Group in the department. Decisions regarding requests for access will be made by an authorised officer in accordance with the requirements of the *Freedom of Information Act*.