

LogiKal Training is committed to ensuring the confidentiality, integrity and security of all information. The Privacy Policy outlines how LogiKal Training meets its legal and ethical requirements in regard to the collection, storage and disclosure of personal information it holds for students, staff, other clients and interactions with external organisations.

This document complies with the Privacy Act 1988 (Cth), as amended by the Privacy and Other Legislation Amendment Act 2024. LogiKal Training is committed to ensuring the confidentiality, integrity, and security of all personal information collected, stored, and used in accordance with the Australian Privacy Principles (APPs).

Scope

This policy applies to all:

- Students and prospective students
- Trainers, assessors, and RTO staff
- Third-party providers and contractors
- Clients, employers, and external stakeholders

It covers all personal and sensitive information collected in any form (electronic, written, verbal, or otherwise).

Privacy Procedure

Information Collected

- In the course of its business, LogiKal Training will collect information from students, potential students, and other clients either electronically or in hard copy format; including information that personally identifies individual people and may be considered sensitive.
- The type of information LogiKal Training collects and holds includes, but is not limited to, personal information, such as name, address, DOB, and previous studies.
- LogiKal Training will only collect personal information by fair and lawful means that is necessary for the functions of LogiKal Training, and report to government departments, as per their obligations.
- In relation to personal information of job applicants, staff members and contractors, LogiKal Training's primary purpose of collection is to assess and if successful to engage the applicant, staff member or contractor, as the case may be.

Use of Personal Information

To enable us to fulfil our responsibilities as a Registered Training Organisation (RTO), LogiKal Training will collect, use, store, and disseminate personal information, as defined by the Privacy and Personal Information Protection Act 1998, in a manner consistent with the Information Protection Principles contained within that Act and those requirements as outlined in the Standards for RTOs 2015, including all data required for AVETMISS and other required reporting.

Information on students is collected through enrolment forms and assessment records.

LogiKal Training protects personal information about students from misuse or loss. Only staff who require student information to provide services or to process information are permitted access.

Personal information is stored in LogiKal Training record management systems. LogiKal maintains regular security checks to ensure the confidentiality of the information.

In cases where LogiKal Training requests personal information about a student and the information requested is not obtained, LogiKal Training may not be able to enrol or continue the enrolment of the student.

LogiKal Training conducts marketing activities in publications which may include newsletters, websites, Facebook, and magazines, which may include information relative to the target market. No individual photos of students will be used unless prior consent is obtained.

Disclosing Personal Information

LogiKal Training will use personal information only for the purpose for which it was collected or as required/permited by law.

LogiKal Training will not disclose an individual's personal information to another person or organisation in Australia or overseas, unless:

- a. the individual concerned has given written consent;
- b. LogiKal Training believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
- c. the disclosure is required or authorised by or under law

We may disclose personal information to:

- Government agencies (e.g. NCVER, ASQA)
- Employers (with student consent)
- Third-party service providers (LMS platforms)
- Other RTOs (e.g. in the case of credit transfer, with student consent)

Right to Access Records

Individuals have the right to access or obtain a copy of the personal information that LogiKal Training holds about them. Requests to access or obtain a copy of personal information must be made in writing and sent to the Training Manager. A form of id must be provided to confirm identity.

There is no charge for a student to access personal information that LogiKal Training holds about them; however there may be a charge of 20 cents per page for every page that it copies. Individuals will be advised of how they may access or obtain a copy of their personal information and the applicable fees within ten (10) days of receiving their written request.

Security of Personal Information

LogiKal Training takes all reasonable steps to protect the personal information of persons by:

- securing all files with personal information
- only providing staff with access to personal information

- destroying information after the required retention period
- ensuring computer security at all times by the use of firewalls and up to date virus software
- password access to the computer system
- audits of the computer systems
- not releasing information to third parties without prior written authorisation

Updating Personal Information

LogiKal Training endeavours to ensure that the personal information it holds is accurate, complete and current. A person may seek to update their personal information held by LogiKal Training by contacting the Training Administrator at any time.

Privacy Complaints

The following procedure will apply if an individual considers that LogiKal Training has breached a Privacy Policy in respect of that individual:

- A written complaint must be forwarded to the CEO within three (3) months of the time the complainant first became aware of the apparent breach. The complaint must specify details of the apparent breach.
- LogiKal Training must make a determination on the complaint within forty-five (45) days of receipt of the complaint and advise the complainant in writing.
- If unresolved, individuals can contact: Office of the Australian Information Commissioner (OAIC)
Website: www.oaic.gov.au

Review

This policy is reviewed at least annually or whenever there are changes to relevant legislation or RTO standards.