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A flexible & innovative approach to industry training & development

PRIVACY POLICY

- PURPOSE:** We recognise the importance of personal information. We appreciate that people may have concerns about your privacy and about the confidentiality and security of your personal information.
- SCOPE:** IIFP will only collect information that is necessary for the purpose of providing a quality service to its learners/clients.
- RESPONSIBILITIES:** CEO, Trainers/Assessors, Administration officers
- REFERENCES:** National Vet Regulations SRTO 2015
National Privacy Policy – IIFP0313v...
- RECORDS AND FORMS:** Documents Folder
Privacy Principles – IIFP0320Bv...
National privacy principles – IIFPIIFP0319v...

PRIVACY STATEMENT

This privacy statement applies to this website, under the domain name www.IIFP.sa.edu.au. The site is operated by Independent Institute of Food Processing-IIFP (ABN 78 159 053 773), the trading name of Independent Institute - IIFP Pty Ltd.

Independent Institute-IIFP is covered by the 10 National Privacy Principles (NPPs), as set out in the Privacy Act 1988 (amended by the Privacy Amendment (Private Sector) Act 2000).

To comply with our obligations under the NPPs the following is our Privacy Policy, which sets out how we manage privacy in our organisation. You are welcome to receive more information about the Policy by contacting 08 8258 4042.

PURPOSE OF THE POLICY

Independent Institute of Food Processing-IIFP takes its obligations under the Privacy Act seriously and will take all reasonable steps in order to comply with the Act and protect the privacy of the personal information that we hold. This policy sets out how we do so.

The personal information the organisation collects

Independent Institute of Food Processing-IIFP may collect and hold the following personal information: names of learners, associates(franchisees), employees and proprietors of organisations; addresses; telephone numbers; facsimile numbers; e-mail addresses; titles, professional affiliations, learner records and qualifications.

COLLECTION STATEMENT

Independent Institute of Food Processing-IIFP collects uses and discloses personal information in accordance with the following **Collection Statement:**

"Independent Institute of Food Processing-IIFP (the trading name of Independent Institute - IIFP Pty Ltd collects personal information. The nature of the personal information collected may include names, contact addresses, learner records, both electronic and otherwise and professional affiliations. These details are collected for the purpose of providing our services to learners and clients; using and promoting our products and extended range of services; processing enrolments; and processing payments for courses, services and products. We may also use personal information to apply learner/employer/customer/affiliate satisfaction surveys and events such as. From time to time, Independent Institute of Food Processing-IIFP enters into strategic alliances to improve client services. Information collected may be used by the government and its agencies and those strategic partners where Independent Institute of Food Processing-IIFP is satisfied with the privacy protocols of that partner."

ACCESS TO YOUR PERSONAL INFORMATION

Independent Institute of Food Processing-IIFP provides access to your personal information in accordance with its Access Policy. If you require access to your personal information please contact our Customer Service Officer on 08 8258 4042.

ACTION / METHOD:

IIFP only collects information we consider is necessary to deliver the program with the best possible service. Privacy laws are designed to regulate the way organisations, collect, use, disclose, keep secure, and give persons access to their personal information. With respect to this company's operation, it will observe the following National Privacy Principles in the following way.

Collection of information IIFP will only collect information that is lawful and this will be done in an unobtrusive manner.

Use and Disclosure

IIFP will only use and disclose personal information about its learners/clients for the purpose for which it is collected, unless consent has been given to use the information for additional purposes. Exceptions would be:

- Where information is required by law;
- Where information is considered necessary to assist a law enforcement agency.

Quality of Personal Information

IIFP's goal is to ensure that your personal information is accurate, current and complete. It would be appreciated if you could contact us if any of the personal details you have provide change. You are able to access and update your information at any time that is mutually convenient to both parties if you think we hold information about you that is incorrect or out of date. **As an RTO, we are required to keep learner/client records for 30 years.**

Openness

IIFP is open and ethical about the kind of personal information it keeps about its learners/clients. At learner induction this policy will be explained in more detail.

Personal Information of a sensitive nature IIFP does not collect personal information of a sensitive nature about you (e.g. race, religion, political views). However, should it be necessary to collect information of this nature it will only be done with your consent; Team members will be required to sign a confidentiality agreement

COMPLAINTS

If you have any complaints about our privacy practices or wish to make a complaint about how personal information is managed please contact Customer Service on 08 8258 4042. Complaints will be handled under the Independent Institute-IIFP Privacy Complaints Policy.

STORAGE

We will take all reasonable steps to protect the security of the personal information that we hold. This includes appropriate measures to protect electronic materials and materials stored and generated in hard copy.

CONTRACTING OUT

We do not contract our data storage or processing functions. Learner records are legally required to be provided to government agencies within the training system where data is collected to oversee and improve the system as a whole. If this function is contracted out, we will take measures to protect the information by specific and legal restraint contracts.

USE AND DISCLOSURE

Personal information is collected for the purpose of providing services to our clients; the marketing new products and services; processing of payments; the provision of training; staging of events; identification of

members with common interests and to facilitate feedback and consultation on policy matters. Independent Institute of Food Processing-IIFP will not disclose this information to other organisations outside of those already mentioned above.

LEGAL REASONS WHY WE COLLECT PERSONAL INFORMATION

We collect personal information, learner records and data in order to meet the requirements for the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS).

WHAT HAPPENS IF YOU CHOOSE NOT TO PROVIDE PERSONAL INFORMATION

You are not obliged to provide Independent Institute of Food Processing-IIFP with your personal information - however, withholding personal information may prevent us from providing you or your organisation with a full range of our services.

SOURCES OF INFORMATION

Where possible, Independent Institute of Food Processing-IIFP will collect the information directly from its learners, clients and affiliates. On some occasions personal information may be collected from press reports or published media.

APPROVAL, REVIEW & VALIDATION

This policy was last reviewed by the CEO and Team members in February 2018.

This policy has been approved by Independent Institute (IIFP).

Stephan Knoll

Chief Executive Officer