



## PRIVACY POLICY

At Australian Combined Resources trading as **Skill Up Australia**, it is understand how important it is to protect privacy, personal and corporate information.

### Privacy Policy

Australian Combined Resources trading as **Skill Up Australia** aims to comply with the Information Privacy Act 2000 and the Health Records Act 2001 as well as the Commonwealth Privacy Act 1988 and to implement practices and procedures to ensure compliance.

Australian Combined Resources trading as **Skill Up Australia** respect the rights of individuals and organisations (staff, trainees and clients) to security and privacy with regard to the personal and organisational information they supply to this Company.

### Collection of Information

Information relating to an individual or organisation obtained by Australian Combined Resources trading as **Skill Up Australia** is regarded as confidential.

When required, information is collected to develop a comprehensive understanding of recruitment and trainee learning needs, organisational procedures, equipment and other relevant information that will assist staff in the conduct of recruitment, the development of workplace learning resources and contextualised training programs.

We collect only information that is relevant. At the time of collection, a written statement is provided explaining why the information is needed, the purpose of the information and to whom the information will be disclosed. Information is also provided regarding the individual or organisation's right to access and, if appropriate, correct information we hold about them. Information that is collected and held securely to prevent any security breaches. Information that is collected will be processed in order to meet the needs of staff, trainees and clients.

### Disclosure of Personal Information

Australian Combined Resources trading as **Skill Up Australia** does not disclose personal or organisational information to third parties other than:

- our insurers - as may be required by our duty to disclose
- where disclosure is required by law or other government requirement
- to others provided when we have your written permission.

### Retaining and Storing Information

Australian Combined Resources trading as **Skill Up Australia** is committed to ensuring your personal and organisational information is retained and accessed only by those who are authorised to have access on a strictly need to know basis.

The information will be held in a combination of computer storage facilities and paper based files and other records.

As a result of ensuring that your information is securely held, your information may be seen by our contractors, such as our IT contractors and database designers.

## Updating Information

It is important that we have access to current and accurate information. **It is important** that we are notified in writing immediately when changes in circumstance occur over the course of our relationships.

## Access to your information

Personal information held by Australian Combined Resources trading as **Skill Up Australia** can be accessed at any time, subject to some exceptions as set out in the National Privacy Principles. Application can be made in writing **and** at our discretion a reasonable fee may be charged for the provision of this service.

If the information held by Australian Combined Resources trading as Skill Up Australia is inaccurate, incomplete or out of date, updated information should be provided to us in writing as soon as possible. **Your request will be processed** in fourteen (14) days following the receipt of your written advice.

## Further information

Further information about the manner in which Australian Combined Resources trading as **Skill Up Australia** manages personal or company information can be obtained by writing to us at anytime. **Your request will be processed** in fourteen (14) days following the receipt of your written advice.

## Change in our privacy policy

Australian Combined Resources trading as **Skill Up Australia** continually reviews all policies and procedures and endeavours at all times to keep up to date with changes in technology, the market place, the law and the importance of privacy.

As a consequence, this *Privacy Policy* may change in line with current legislation or other external compliance requirements.

## Enquiries and complaint

Enquiries about Australian Combined Resources trading as **Skill Up Australia Privacy Policy** and/or complaints regarding the management of personal information can be made by providing formal written advice. **Your request will be processed** in fourteen (14) days following the receipt of your written advice

Any further question or queries, or complaints about the manner in which we are managing your personal information, the Federal Privacy Commission can be contacted for further advice.

## I have read and I understand all the information in this document

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Witness Name (Consultant): \_\_\_\_\_

Witness Signature: \_\_\_\_\_