



# Student Loan Privacy and Information Handling

---

## Purpose

This Policy explains how Absolute Medical Response protects and manages privacy of students, staff, clients and customers.

## Scope

This Policy applies to all managers, officers, workers and contractors of Absolute Medical Response. This Policy also applies to Learners enrolled in the Registered Training Organisation (RTO) of Absolute Medical Response, training courses or qualifications (Learners).

## Policy Statement

Absolute Medical Response is committed to protecting the confidentiality and privacy of its staff, contractors and clients and, as such, is intent on complying with the *Privacy Act 1988 (Cth)* and the subsequent *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (the Act) which came into effect on 12<sup>th</sup> March 2014.

It is thus the policy of Absolute Medical Response to comply with the Australian Privacy Principles (APPS) set out in the Act.

In accordance with the **Student Loans Rules, Part 7, Division 1, Subdivision L**, Absolute Medical Response as an approved Provider will:

1. Have processes and procedures for handling information.
2. The processes and procedures must:
  - a. provide for the management of students' personal information in accordance with the Australian Privacy Principles; and
  - b. provide for students to access their personal information; and
  - c. provide for students to have incorrect personal information corrected; and
  - d. provide accurate information about the use and disclosure of personal information collected by the provider, including that the information may be disclosed to the Commonwealth and tuition assurance scheme operators.

## What personal information do we collect and release, how and why do we need it?

Absolute Medical Response collects and releases, in the normal course of business, information relating to its own staff, contractors, customers and training Learners.



# Student Loan Privacy and Information Handling

---

## Staff and Contractors

Absolute Medical Response collects and releases information about its staff and contractors which a business of this type would normally be expected to collect. This includes but is not limited to resumes, qualifications, medical records related to absences (as required by our SOPs), financial records and performance reports. Information is collected and released in the normal course of business.

## Training Learners

To enable us to fulfil our responsibilities as a Registered Training Organisation (RTO), Absolute Medical Response 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 Data Provisions of the VET Quality Framework NVR Standards for RTOs, including all data required for AVETMISS and other required reporting.

### **Information on Learners of training are collected through enrolment forms and assessment records.**

Absolute Medical Response protects personal information about Learners from misuse or loss. Only staff who require Learner information to provide services or to process information are permitted access.

Personal information is stored in hard copy documents and/or in Absolute Medical Response' training record management systems. We maintain regular security checks to ensure the confidentiality of the information.

Learner information that is collected from someone other than the Learner i.e. employer, the Learner will be notified and advised the circumstances for the collection.

Information is released to authorised parties in person, in writing, by telephone, by fax, by email and by reports. This information may be released to the Learner themselves, employers, and government agencies. Should information be required to be released to an additional source, who has previously not been nominated, consent is sought from the individual.

### **Who will see or have access to personal information?**

Learner related reports we generate from personal information, combined with information gathered, are forwarded to the authorised parties and copies are forwarded to employers and the Learner, unless permission to do so has been restricted or revoked. Learners may be entitled to receive a copy of the information in some circumstances.

Unless we are required to provide personal information to others by law, by court order or to investigate suspected fraud or other unlawful activity, personal information gathered will only be seen or used by persons working in or for Absolute Medical Response and on a strictly 'need to know' basis. That is, unless the information is directly related to the reasonable completion of their duties, such information will not be disseminated.



# Student Loan Privacy and Information Handling

---

Our information systems and files are kept secured from unauthorised access and our staff and contracted agents/ service providers have been informed of the importance we place on protecting privacy and their role in helping us to do this, and are contractually bound to honour such privacy.

## **What if a person wants to check what personal information is held about them?**

Subject to any legal restrictions, Absolute Medical Response is willing to advise any person, internal or external to the company, on what personal information we hold about them if such a request is made. For non-employees or training Learners there may be some cost to the party in our providing this information if the request is complex or requires detailed searching of our records.

If a party believes there are errors in our records, they are encouraged to let us know so we may investigate and correct any inaccuracies.

All requests for copies of information or files related to students and learners must be in writing to:

The National Training and Education Manager  
Absolute Medical Response  
91 Kurrajong Avenue  
Mt Druitt, NSW 2770

Please allow 21 working days for information to be provided.

## **What if a person has a complaint about the handling and collection of their personal information?**

A complaint about information privacy indicates Absolute Medical Response' procedures, staff or quality of service associated with the collection or handling of personal information will be investigated. Absolute Medical Response will be efficient and fair when investigating and responding to information privacy complaints.

## **Further information**

If any person would like further information on our Privacy Policy or if there any concerns over the privacy protection of the information given to us or that we have collected from others, please contact Absolute Medical Response on phone number: **(02) 9608 0222**.