

P4 Privacy Policy

1. Purpose

The purpose of this policy is to outline ChemCert Training Group Pty Ltd (RTO 90855) obligations to comply with the [Australian Privacy Principles](#) (APPs) as part of the [Privacy Act 1988](#). This is in relation to how Personal Information is collected, used, disclosed and stored, including sensitive information, and how individuals may access and correct records containing their personal information.

2. Scope

This policy applies to all personal information collected by ChemCert.

3. Policy

3.1 Collection of Personal Information

ChemCert collects personal information for the primary purpose of providing our products and/or services. This could be to confirm your identity, to communicate with you or your employer or parent/guardian and facilitate your learning.

3.1.1 Personal Information can be obtained in many ways including but is not limited to:

- Directly from you or third parties such as your employer for the period of your employment or parent/guardian.
- Through correspondence with you or third parties by telephone, email, surveys.
- Through our website www.chemcert.com.au.
- When you complete our online or paper/PDF forms.
- When you engage with us via our eLearning platform or online conferencing tools such as Zoom.
- Social media if you engage with us through those sites and applications.

3.1.2 Personal Information is information or an opinion that identifies an individual. Information we collect include but is not limited to:

- names, date of birth, gender, addresses, email addresses, and phone numbers.
- credit card, bank account details
- level of education obtained in Australia or equivalent
- employment history
- unique student identifier (USI)
- copies of certified qualifications and/or certificates
- Drivers licence, identity card, passport, visa details
- Student course progression, competency and attendance
- Information when you provide feedback or in response to a survey or competitions.
- Accreditation details and expiry dates

3.1.3 ChemCert collects and holds a broad range of personal information relating to:

- Individuals participating in ChemCert courses
- Meet regulatory obligation
- Management of contracts and agreements
- For auditing purposes
- For fraud and compliance investigations
- To your training and assessment activities
- To verify your identity
- To respond to requests or queries

- To manage any conflict of interest, obligations or situations
- For seeking feedback
- To maintain contact and keep informed of our services, industry developments, marketing purposes

When we collect Personal Information ChemCERt will, where appropriate and where possible, explain why we are collecting the information and how we plan to use it.

3.2 Direct marketing

ChemCERt may also use your personal information so that we, and third party service providers can promote and market, products, services and special offers, setup reminders, industry updates, events, and other information that we think might be of use. We may use a variety of avenues to communicate with you such as email, SMS, social media or our websites. You may choose to opt-out by making a request in writing to compliance@ChemCERt.com.au or PO Box 547 St Leonards NSW 1590.

3.3 Cookies

A cookie is a small text file that is sent to your device by means of your web browser. ChemCERt may use cookies, web beacons, tracking pixels, and other tracking technologies when you visit our website www.chemcert.com.au to help analyze and improve your experience. Cookies do not harm your computer.

You can choose to change your browser's cookie settings via your browser privacy settings, including blocking of the use of cookies. However, this may result in the website not performing as it should.

If you access a link on our website to leave and navigate to a third-party website or application, ChemCERt cannot be held responsible for the protection and privacy of any information that you provide to third-party websites or applications. You should read the privacy statements on those websites or applications for your own security.

3.4 Sensitive information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

3.5 Disclosure of Personal Information

Your personal information may be used or disclosed by ChemCERt for statistical, administrative, regulatory, research and for purposes of managing, marketing, or developing our business. ChemCERt may disclose, or provide access to, your personal information to trusted third parties and where required or authorised by law. This is to assist ChemCERt in providing our products and services to you.

3.5.1 Third parties include:

- Parent/guardian: if you are under the age of 18. If you would like ChemCERt not to disclose your personal information to parent/guardian, you must inform us in writing. ChemCERt will decide on a case-by-case basis. As a general rule, an individual under the age of 18 has the



capacity to consent if they have the maturity to understand what's being proposed. If they lack maturity it may be appropriate for a parent or guardian to consent on their behalf.

- Your employer or other organisation: if your training is paid for or arranged by your employer or other organisation (this includes departments and personnel within the company/organisation such as the Accounts department). If you would like ChemCERt not to disclose your personal information to employer or other organisation associated with your enrolment, you must inform us in writing.
- Designated representative: is someone whom you appoint and authorise to act on your behalf and represent you and is allowed to provide and obtain personal information regarding your enrolment with ChemCERt.
- Government agencies such as the National Centre for Vocational Education Research Ltd (NCVER): Under the *Data Provision Requirements 2012*, ChemCERt (RTO 90855) is required to collect personal information about you and to disclose that personal information to the.
- Regulatory Authorities such as Australian Skills Quality Authority (ASQA): Under the *Standards for RTOs 2015*.
- To our insurers
- Financial service providers
- IT system providers such as Cloud storage companies

3.5.2 ChemCERt information will be disclosed to, or processed by, our third-party service providers where their computer systems are located in Australia and/or America.

3.6 Rights and control of your personal information

You have the right to access or obtain a copy of the personal information that ChemCERt holds. A request must be made in writing to compliance@chemcert.com.au. There is no fee to *request a copy* of the personal information. However, we may charge a reasonable administrative fee to provide you with a physical printed copy. You will be notified of the cost beforehand.

ChemCERt ensures that all personal information that is held is accurate. If you believe that any personal information ChemCERt collected is inaccurate, not up to date, incomplete, irrelevant or misleading, you may request a correction. If you find an amendment is required, this request can be made in writing with the correct information to compliance@chemcert.com.au or PO Box 547 St Leonards NSW 1590. There is no charge associated with amendments to personal information.

3.7 Storage and security of personal information

ChemCERt will store your personal information in a secure environment. It is protected by a combination of physical and technological measures. We have taken all reasonable steps to carefully protect your data from loss, misuse, unauthorised access or disclosure, alteration or destruction.

ChemCERt takes data security seriously and takes all reasonable safeguards to protect your personal information. We will only store it for as long as is necessary for the original purpose for which it was collected or as required by law. ChemCERt have systems in place to ensure your information is stored with trusted third-party providers where information is stored in Australia and/or America.

3.7.1 How we hold and store your Personal Information

ChemCERt may hold your information in a number of ways, including:

- In our computer systems or databases, which may involve storing data on storage or computer systems provided by third party suppliers.
- In paper records
- Through telephone recordings

3.8 Changes to our Privacy Policy

This privacy policy may be amended at any time. The updated version will be available by following the privacy policy link on the ChemCert Website. You should check the Privacy Policy regularly for changes.

3.9 Contact us, Privacy Complaint

If you have a query or concern about this Privacy Policy or how your personal information is handled or you wish to make a complaint in regards to a breach of your privacy, contact ChemCert's Privacy Officer in writing to compliance@chemcert.com.au or PO Box 547 St Leonards NSW 1590. ChemCert will acknowledge the receipt of your query or concern, investigate if necessary and respond within 10 business days.

In circumstances where it is not possible to arrive at a resolution, and you are still not satisfied with how the complaint has been handled, you can contact the Office of the Australian Information Commissioner (OAIC) Email: enquiries@oaic.gov.au or go online to www.oaic.gov.au

3.10 Relevant documents

- Student Records Management policy and procedure
- Marketing policy and procedure
- Australian Privacy Principles
- Privacy Act
- Standard for RTOs 2015

3 Document Control

Document Name	Privacy Policy
Version no.	1.3
Approved by	Graham Edney, CEO
Approval date	24 November 2020 (This policy is effective from 22/01/2021)
Reviewed date	24 November 2021
Last updated date	Changes made
14/01/2021	Minor change to include additional details to 3.5.1.
15/01/2021	Effective date added.