



Royal Life Saving

ROYAL LIFE SAVING SOCIETY - AUSTRALIA

POL14 – PRIVACY POLICY

DEPARTMENT:	ALL DEPARTMENTS
RESPONSIBILITY:	ALL STAFF
TIMEFRAME:	CONTINUOUS
LEGISLATION:	PRIVACY ACT 1988 PRIVACY AMENDMENT (ENHANCING PRIVACY PROTECTION) ACT 2012
REVIEW:	UNDER REVIEW

Royal Life Saving ACT recognises the importance of protecting the privacy and personal information of its clients, learners, partners and staff. Royal Life Saving ACT respects the rights to privacy under the Privacy Act 1988 and complies with the Act and the Australian Privacy Principles described within the Act. Compliance with the Act assures individuals that Royal Life Saving ACT is managing personal information in an open and transparent manner.

The Royal Life Saving ACT Privacy Policy describes how Royal Life Saving ACT collects, uses, stores and discloses personal information, and the way in which that information can be accessed.

COLLECTION OF PERSONAL INFORMATION

ROYAL LIFE SAVING ACT COLLECTS PERSONAL INFORMATION FROM:

- Learners and employers enrolled in, or enquiring about Royal Life Saving Society education programs including but not limited to:
 - o Accredited VET training;
 - o Non-accredited training;
 - o School programs;
 - o Community programs.
- Members of staff
- Members of the Board

THE TYPE OF PERSONAL INFORMATION COLLECTED MAY INCLUDE, BUT IS NOT LIMITED TO:

- Name;
- postal and/or street address;
- email address;
- telephone contact number;
- fax number;
- date of birth;
- sensitive information as defined by the privacy act (such as information about your country of birth);
- the products and services you have obtained or which you have enquired about, together with any additional information necessary to deliver those products and services and to respond to your enquiries;
- city or town of birth;
- gender
- cookie and clickstream data (only limited personal information may be collected via cookies and clickstream data and individuals who do not wish to receive cookies may disable this function on their web browser);
- any additional information relating to you that you provide to us directly through our websites or indirectly through use of our websites, through our representatives or otherwise; and
- information you provide to us through staff, or customer surveys

The collection of this information is necessary to carry out the regular activities of Royal Life Saving ACT. An individual is not required to provide this information, however, in doing so should be aware that the available level of service may be compromised.

PERSONAL INFORMATION ABOUT AN INDIVIDUAL IS COLLECTED FROM THAT INDIVIDUAL VIA:

- Conversation/s:
 - o Face to face interaction;
 - o Over the phone;
 - o Email.
- Written:
 - o Enrolment form;
 - o Email;
 - o Submission of work/assessment items;
- Owned/endorsed websites:
 - o Online enrolment;
 - o Online enquiry.

These websites include:

- www.royallifesaving.com.au
- www.act.training.royallifesaving.com.au
- www.swimandsurvive.com.au
- www.royallifesavingact-enrol.com.au

USE OF PERSONAL INFORMATION

PERSONAL INFORMATION IS USED PRIMARILY FOR THE PURPOSE OF:

- Enrolment into courses and programs;
- Meeting mandatory reporting requirements;
- Communication of information requested by the individual.

STORAGE OF PERSONAL INFORMATION

PERSONAL INFORMATION IS STORED ELECTRONICALLY VIA:

Quality controlled servers and databases that are:

- Reputable;
- Secure and reliable;
- Hosted within Australia;
- Regularly backed-up.

Hard copy (paper) records containing personal information are destroyed using a contracted records destruction company once they are transferred to digital format and stored as outlined above.

ACCESS TO PERSONAL INFORMATION

Individuals can access their own personal information by:

- Enquiring in person at Royal Life Saving ACT's place of business
 - o Unit 1, 26-28 Napier cl Deakin ACT 2600

Personal Information can be updated by:

- Enquiring in person at Royal Life Saving ACT's place of business
 - o Unit 1, 26-28 Napier cl Deakin ACT 2600
- Forwarding certified (Justice of the peace or equivalent as required for the type of document) documentation for change to Royal Life Saving ACT
 - o PO Box 266 Deakin West ACT 2600

Photo identification will be required for release or update of information.

DISCLOSURE OF PERSONAL INFORMATION

Royal Life Saving ACT will disclose personal information about an individual to the following people/entities:

- The individual about whom the information refers (if photo identification is provided);
- Royal Life Saving Society staff including:
 - o Trainer/s, Coordinators and Program leaders – for the purpose of providing quality training assessment and program services;
 - o Administrators - for the purpose of managing bookings, learner needs and accreditation/certification;
 - o Managers – for the purpose of meeting mandatory reporting requirements of a business, funded entity, and/or Registered Training Organisation;
- Territory and/or Federal Government departments/representatives – where Territory or Commonwealth law requires;
- Law Enforcement agencies – where Territory or Commonwealth law requires.

Royal Life Saving ACT will not knowingly disclose personal information to overseas recipients.

COMPLAINTS

In the belief of a breach of compliance by Royal Life Saving ACT against the Australian Privacy Principles, individuals should contact the Executive Director in the first instance:

Cherry O'Connor: c.oconnor@rlssa.org.au 6260 5800

The Executive Director will discuss the matter with the complainant and progress the issue to the Royal Life Saving ACT Board of Directors should further action be required.

Reviewed: June 2015