

## **Privacy Policy**

### **Purpose**

The purpose of this policy is to outline Gtec Training and Development's policy on handling personal information that we collect about individuals including clients, potential clients and stakeholders.

We are committed to protecting your privacy. All staff members are required to sign a strictly enforced privacy agreement that ensures your personal information will not be shared, viewed or copied by anyone that does not have permission to do so.

### **Commencement of Policy**

This policy will commence from the date of approval. It replaces all other Privacy Policies of Gtec Training and Development Pty Ltd.

### **Application of Policy**

This policy applies to all staff and clients of Gtec Training and Development Pty Ltd.

### **Why Do We Need Your Personal Information?**

Communicating with and understanding our clients is an integral part of our business. It is important to us that we build lasting relationships with our clients and ensure that they are continual supported, even after completing their course. To do this effectively, we need to collect personal information.

As a part of this policy, personal information is defined as any information that could be used in order to establish your identity.

We collect, hold, use and disclose customers' personal information so we can establish, manage and administer the products and services provided by us, and comply with legal and regulatory obligations. We may also use and disclose your information for purposes related to those mentioned above, such as:

- Assisting with your questions and complaints
- Arranging for services to be provided by third parties
- Enhancing our customer service and product options (see the section 'Will my personal information be used for direct marketing?')
- Internal operations, such as record keeping, data analytics, auditing or training.

We also hold personal information about our shareholders. This is used to fulfil our legal obligations and to keep our shareholders informed about Gtec Training and Development's business performance and the products and services we provide.

## **What Happens If You Do Not Provide the Information That Has Been Requested?**

It is your decision whether to provide your personal information. However, if you do not provide us with enough information we may struggle to assist you as effectively as we can. For example; contacting you in regard to job opportunities or writing cover letters and resume's.

## **What Types of Personal Information Do We Collect?**

We will request a range of personal information from you in order for you to be deemed eligible for certain programs, as well as to provide you further support when you are not face to face with us. Some of the information we will request from you includes (but is not limited to) name, address, date of birth, employment status, medicare card, birth certificate, health information and citizenship status.

## **Will We Collect Sensitive Information?**

As stated above, we will have to collect a range of different personal details from you, in order to enrol you into the course you are applying for.

## **How Do We Collect Personal Information?**

Most of the personal information we collect will come directly from you. This personal information can come from application forms, other forms you complete (digital or written), interviews, etc.

In some cases, we may collect personal information from external sources. Examples of these sources include:

- Past employers
- Parents or guardians in respect of children
- Public sources (telephone directories)
- Third party providers (TAFE)

We only collect your information from external sources when it is considered impractical to contact you directly, or when we are permitted to do so.

## **How Do We Protect Your Personal Information?**

Regardless of how we obtain your personal information, we take steps to ensure that your personal information is stored securely.

We take a number of steps to protect personal information from misuse, loss, unauthorised access, modification or improper disclosure. These include instructing our staff who handle personal information to respect the confidentiality of customer information and the privacy of individuals as well as sign a confidentiality agreement.

When we don't need your personal information anymore we will delete, destroy or de-identify it.



## How Do We Update Your Personal Information?

We will update your personal information if you contact us. In most cases you can assist us in updating your personal information over the phone or face to face.

We may update your personal information if we believe the personal information we hold is incomplete or out of date, we could seek to correct or complete our records by gathering data from other sources such as public records and other organisations if you are not directly contactable.

## How to Contact Us About Privacy

You can call us on 07 4401 5795 or send an email to [admin@gtctrain.com](mailto:admin@gtctrain.com) to:

- Seek more information about anything contained in this policy, or to request a printed copy of this policy
- Update or correct your personal information
- ask about accessing or correcting the personal information we hold about you

## How Do You Find Out About Your Personal Information We Hold?

You are able to access your personal information that we hold by contacting us (see how to contact us about privacy). We will do our best to respond to you within 30 business days. If it is apparent that this process will take longer, we will contact you so that you are made aware and can arrange different times.

There are some situations and circumstances where we must limit/restrict your access to information, for example when the information is considered commercially sensitive. If this is the case, we will contact you to discuss why this is as well as any possible solutions.

There is no charge for making a request to access your personal information. However, in some cases there may be a charge to cover the time we spend locating, compiling and explaining the information you ask for especially if the information is stored and maintained by a third party. If there is a charge, we'll give you an estimate up front and confirm that you wish for us to proceed.