

Privacy Policy

Purpose: To assure clients, staff and all stakeholders that private information gained and stored in the course of business will be kept safely and discreetly by CQ Education.



Staff Confidentiality

CQ Education complies with the Privacy Act 2000. Information collected on clients and students is only used for the purpose of delivery of our services.

No staff member is to release any personal information about students to any third party unless prior written authorisation is obtained from the student or disclosure is required by law.

Clients and students can request a copy of the information held about them by a written request to the **CQ Education** Manager

Process

Use and disclosure of personal information

Sensitive personal information will only be collected as required from students, is treated as confidential within the organisation and is used for the purpose for which it was collected or for a related purpose. This includes:

- providing the training services (including statutory and statistical reporting)
- informing students about additional or upcoming courses available
- gathering feedback from students regarding training for the organisation's market analysis and course development.

CQ Education does not disclose sensitive personal information to other third parties without permission or instruction from the student unless required by Law to do so. If you wish to authorise a third party to access your records please contact the Quality Assurance Officer.

Information about students from third parties

CQ Education may need to source or verify information about students from a third party. Wherever possible this will be done with the student's authorisation, or where this is not possible, **CQ Education** will inform the student when such information is collected.

Receiving marketing information

With students' consent, **CQ Education** may provide them with information from time to time about new courses available.

Students' consent to this will be implied unless they notify **CQ Education** that they do not wish to receive this information. You may do this by advising the Quality Assurance Officer that you do not wish to receive marketing information.

Security of personal information

In line with new technology, **CQ Education** continually improves the security of personal information collected. **CQ Education** takes all reasonable steps to protect the personal information of persons by:

- securing all files with personal information in locked cabinets
- only providing staff with access to personal information
- destroying information after the required retention period
- ensuring computer security at all times by the use of firewalls and up to date virus software
- password access to the computer system
- audits of the computer systems
- not releasing information to third parties without prior written authorisation.

Rights to access information

Under the Privacy Act, students have the right to access personal information held about them. If the information is incorrect, they have the right to require **CQ Education** to amend the information.

To access this information students are required to contact the Quality Assurance Officer and complete a request for access form. (Operating document P - 11). The Officer must verify the student's identity through either presentation of appropriate identification or answering a series of specific targeted questions. The request for access form must be signed by both the student and the Quality Assurance Officer as an official record of the access and identity verification. There may then be a waiting period of up to 7 days before access can be granted.

Further information

To obtain further information about the Privacy Policy or access to personal information, please contact the **CQ Education** Manager or Quality Assurance Officer.

Student Information Requests

The Manager, through the Quality Assurance Officer, is responsible for the processing of all requests for student information from students.

These requests require the completion of a "Request for Access" form (HR/Stud 04) and the verification of the students identity through either sighting of appropriate photo ID or the correct answering of a checklist of questions derived from the student's personal details.

These questions are:

- Full Name
- Student Number
- Date of Birth
- Address (home)
- Phone Number (home)

The Quality Assurance Officer and the student must both sign the request form as an official record of identification. The Quality Assurance Officer may also, if deemed necessary, further ensure the student's identification through a signature comparison with their enrolment form.

The Quality Assurance Officer is to notify the student when access is available. The Quality Assurance Officer and the student must both again sign the form upon access as a record of such access. This form is then to be placed in the student's file for future reference.

Authorised Third Parties:

Students may nominate third parties they wish to access their records. This process is conducted by the Quality Assurance Officer who ensures a third party access form is completed and the security details for the third party obtained. These details will be entered into the student's file.

Any staff member who receives a request for information from a person claiming to be authorised must verify this authorisation and any related conditions through either a password or question list check prior to releasing any information.

Other Third Parties

Staff must not release any information to any other third party requesting student information. In this situation the request should be transferred to the Manager who will obtain details of the request and detail these to the student to determine whether they wish to authorise access through a written consent form.