

Interact Training Services



PRIVACY POLICY

Protecting your privacy and the confidentiality of your personal information is important to us, as it is fundamental to the way we conduct business. Interact Training Services is sensitive to privacy issues and treats very seriously the ongoing trust our clients have placed in us. You can be reassured that Interact Training Services has best practice procedures in place for handling and protecting your private information.

As part of our business, we deal with and collect personal information, as defined in Privacy and Personal Information Protection Act 1998 and National Privacy Principles.

We only use and disclose this personal information as described in this policy. Any use or disclosure outside this policy will only be made with your specific authorisation or if required or permitted by law.

Interact Training Services can be contacted on 1800 618868 or by email privacy@iim.net.au or by post 205 Summer Street PO Box 2018, Orange NSW 2800.

COLLECTION STATEMENT

Why do we require your personal information?

The personal information collected and maintained by Interact Training Services comprises your name, address and contact details and information specific to your learning undertaken with this organisation.

The primary purpose of collecting information is for us to provide a service or to maintain our relationship with the person. Without the information, we may be unable to provide that specific service or to continue a relationship. Additionally, the purposes for which we will generally collect and use personal information will include:

- a. Complying with legislative and regulatory requirements.
- b. Considering applications made to us.
- c. Performing our administrative operations.
- d. Conducting market or customer satisfaction research.
- e. Developing and identifying products and services that maybe of interest to our clients.
- f. Telling clients about products and services that we believe may be of interest to them.

How do we collect personal information?

We collect personal information directly from the person to whom the information applies from enrolment and application forms, which are available in paper format or electronic format on our website. On occasions, we may need to collect personal information about a person from third parties, such as previous employers, referees, or other training providers. Whenever we collect this information from a third party, it will be with the consent of the person to whom the information

applies or where that consent is not required, we will inform that person that we have collected the information as soon as possible after collection.

Storage and Maintenance

Interact Training Services ensures that your personal information is stored securely in a lockable storage unit and is only accessible to authorised employees. Personal information is retained for a period of 30 years, and then disposed of by way of shredding. Interact Training Services's Compliance Officer is responsible for the storage of personal information.

Contacting us about access and correction of your personal information.

Interact Training Services aims to ensure that your personal information is accurate, up to date and complete at all times.

If you would like access to, or revise your personal information, or feel that the information we currently have on record is incorrect or incomplete, you can contact our Compliance Officer on 1800 618868.

In some instances it may not be possible to provide you with complete access to your information if the request impacts upon the privacy of others.

Treatment of personal information

With respect to the personal information we keep on record, we take reasonable steps to:

- a. Ensure that the information, if used, is accurate, complete and up to date.
- b. Protect it from misuse, loss or unauthorised access or disclosure.
- c. Provide you with access to the information if we still use it.

Use and disclosure of personal information

Interact Training Services may disclose necessary information to related companies and to any agents or contractors who provide services to use in connection with the provision of services to clients. In dealing with these agents or contractors, we enter into agreements to ensure that information we disclose to them is only used for the specific purpose for which it is disclosed to them. At all times the information remains the property of Interact Training Services.

Government identifiers

Interact Training Services does not use tax file numbers, medicare numbers, pension numbers, or any other government identifier to identify an individual.

Consequences for not supplying information:

You do have the option of not supplying personal information in some instances such as completing customer feedback or survey forms. However, when enrolling for courses we do require certain

information in order to provide training and assessment delivery and qualification certificates. In instances where information is not provided we cannot guarantee certification of completed courses.

Complaints

If an individual believes that the privacy of their personal information is not being adequately protected, he/she may contact us by telephoning the Chief Executive, Interact Training Services, PO Box 2018, Orange NSW 2800 on 1800 618868. We will make every effort to resolve the complaint as quickly as possible. We will respond as soon as possible and usually within 2 working days, to the complainant and inform him/her of the progress and status of the complaint and when and how we expect the matter to be resolved.

To gain further information on privacy please refer to the website www.privacy.gov.au.