

Privacy Policy

The privacy of personal information held by Enterprise Risk Management Solutions ('erms') (RTO ID 40357) is afforded the highest level of importance by **erms**.

erms complies with the Privacy Act 1988 (Cth) including the 13 Australian Privacy Principles (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 regarding the manner in which personal information is handled and how we respond to requests to access and correct it.

This policy document sets out information handling procedures and the rights and obligations in relation to personal information.

erms will only collect personal information where it is reasonably necessary to do so for the conduct of our business.

In the course of business, **erms** may collect and hold personal information from a range of people, including:

- Clients (including students), potential clients and their employees;
- Current, former and prospective employees and contractors; and
- Other persons who may come into contact with us.

The kinds of personal information that collected and held may include:

- Contact details including postal and residential addresses, telephone and facsimile numbers, and email addresses;
- Employment details;
- Educational background;
- Demographic Information;
- Course progress and achievement information; and
- Financial billing information.

The following types of sensitive information may also be collected and held:

- Identity details;
- Employee details and HR information;
- Complaint or issue information;
- Disability status and other individual needs;
- Indigenous status;
- Background checks (such as Police Checks); and
- Billing and credit card information.

If you do not provide us with personal information that we request, this may affect our ability to provide services to you or to engage you to provide services to us (as the case may be).

Personal Information Collection

erms collects information to facilitate the provision of services in the following ways:

- Course enrolment forms; and
- In correspondence from our clients (including students), potential clients and their employers.

Any collection of personal information will be fair and lawful. If it is reasonable and practical do so, we will collect personal information about you only from you.

In the course of our business, it may be necessary to collect personal information about an individual from a third party, such as a student's employer. If we collect personal information about you from a third party we will, where required, take reasonable steps to ensure that you are notified or aware that we are holding personal information about you, how we will use and disclose it, and that you may contact us to gain access to and correct and update the information.

How Personal Information is Held

erms will hold personal information in physical records and electronic records on our servers which is managed by Information and Communication Security Policy (HSSEQ-POL-006) and Information and Communication Security Procedure (HSSEQ-PRO-011).

Erms takes reasonable steps to hold all hard copy and electronic records of personal information in a secure manner to confirm that it is protected from misuse, interference and loss, and unauthorised access, modification or disclosure.

Upon collection, information is:

- As soon as practical converted to electronic means;
- Stored in secure, password protected systems, including system and student management system; and
- Monitored for appropriate authorised use.

Only authorised personnel are provided with access to systems storing personal inform. **erms** IT systems are hosted internally with internal security to physical server locations and server systems access. Virus protection, backup procedures and ongoing access monitoring procedures are in place.

Personal information is destroyed or de-identified once it is no longer needed for a valid purpose or required to be kept by law.

Purposes for Collecting, Holding, Using and Disclosing Personal Information

erms must collect, hold, use and disclose information from our clients for a range of purposes, including but not limited to:

- Providing services to clients (including students);
- Managing employees and contractors;
- Promoting products and services; and
- Conducting internal business functions and activities.

As a government registered training organisation, regulated by the Australian Skills Quality Authority, **erms** is required to collect, hold, use and disclose a wide range of personal and sensitive information on participants in nationally recognised training programs. This information requirement is outlined in the National Vocational Education and Training Regulator Act 2011 and associated legislative instruments. In particular, the legislative instruments:

- Standards for NVR Registered Training Organisations 2012; and
- Data Provision Requirements 2012.

erms will, wherever possible, keep all personal information strictly confidential. However, in the course of providing services, we may need to disclose information other third parties, including other parties involved in training accreditation or regulatory authorities. The precise information required to be provided will vary depending on the circumstances requiring disclosure of that information.

erms may also use and disclose personal information:

- For purposes necessary or incidental to the provision of our services (including training);
- To send direct marketing materials, updates or event invitations;
- Where the use or disclosure is required or authorised by law;
- Where a person has given consent (express or implied); and
- To avoid, lessen or prevent a serious emergency or crime. If personal information is used or disclosed in those **erms** will make a written record of such use or disclosure.

Personnel may opt out of receiving direct marketing materials at any time by contacting admin@erms.com.au Attn: Privacy or +61 8 8271 5007.

Access and Correction of Personal Information

Personnel may request access to or correct personal information at any time by sending a written request to admin@erms.com.au Attn: Privacy.

Erms will take reasonable steps to provide access in the manner requested, or make corrections requested, and will respond within a reasonable time.

There is no need to provide a reason for this type of request. We may charge a small fee for providing access if it requires a significant amount of time to locate or collect personal information or to present it in an appropriate form. We will not charge for requesting that we update or correct personal information.

Under the Privacy Act **erms** is entitled to deny access in various circumstances, such as where the requested access will have an unreasonable impact upon the privacy of others or where we are required by law to withhold the information.

If access to information is denied, or are not able to make any amendments which have been requested, we will provide reasons for our refusal.

Cross-Border Disclosures of Information

Erms may disclose personal information to overseas recipients:

- Where consent has been given (express or implied);
- Where the overseas recipient is an organisation involved in the accreditation of training undertaken with **erms**; or
- To the extent necessary to deliver our services.

The countries in which such recipients are located will depend on the nature of the services being provided by **erms**.

By providing **erms** with personal information, you consent to the storage of such information on overseas servers and acknowledge and agree that APP 8.1 will not apply to the extent that such storage constitutes a cross-border disclosure. For the avoidance of doubt, in the event that an overseas recipient breaches the Australian Privacy Principles, that entity will not be bound by, and you will not be able seek redress under, the Act.

Contact

If you wish to contact **erms**, for example if you believe that we may have breached our obligations or failed to comply with this policy in the handling, use or disclosure of your personal information, make contact us addressed to Privacy:

- By mail to **erms**, PO Box 820, Unley SA 5061;
- By facsimile on 08 8271 5007; or
- By email to admin@erms.com.au Attn: Privacy.

Complaints

erms takes all complaints seriously, and will investigate and respond to a complaint within a reasonable period. If not satisfied with our response, contact the Office of the Australian Information Commissioner:

- By mail to Office of the Australian Information Commissioner, GPO Box 5218, Sydney NSW 2001;
- By telephone on 1300 363 992; or
- By email to enquiries@oaic.gov.au.

Additional Information

We will comply with all relevant legislative requirements if and when they are applicable to **erms**. However, in the event of any inconsistency, the legislative requirements will override the provisions of this document.

We may amend our Privacy Policy at any time and will make the updated version available on our website.

16 February 2023