

## POL - Privacy

### Purpose

The purpose of this policy is to outline Flexible Business Learning's (FBLearning) commitment to the privacy of personal information during the collection, use, disclosure and storage of FBLearning records.

### Scope

This policy relates to all the information collected, used, disclosed and stored by FBLearning for the purpose of providing a high quality service to its clients.

### Responsibility

The implementation of this policy is the responsibility of all staff and contractors of FBLearning. Each individual must ensure that their record keeping practices are in line with this policy and related procedures.

It is the responsibility of the Training Manager to monitor the record keeping practices of staff and to resolve any issues that arise in relation to this policy, and adherence to this policy, are resolved equitably.

### Policy

Flexible Business Learning (FBLearning) recognises the right of every employee, contractor, client and/or stakeholder to the privacy of his or her personal information. FBLearning will adhere to all relevant privacy legislation in the collection, use, disclosure and storage of personal information and as such we will:

- Collect personal information only when it is necessary for FBLearning service provision and activities.
- Where reasonably practicable to do so, only collect personal information from the individual to whom it relates.
- Collect sensitive information only with the consent of the individual to whom it relates of if the collection is required by law.
- Use or disclose personal information only for the purpose for which it was collected. Personal information may only be used for other purposes if:
  - The individual consents to its use
  - The individual would reasonably expect that the information would be used for such a purpose
  - FBLearning staff or contractors reasonably believe the disclosure is necessary to lessen or prevent serious injury or harm to either the individual or the public
  - It is required by law
- Take reasonable steps to protect personal information from misuse, loss or unauthorised access.
- Disclose the personal information held about an individual, to that individual if they request it in writing.

## Definitions

*Personal Information:* Information or opinions that can identify any living person

*Sensitive Personal Information:* Any information or opinion about an individual's racial or ethnic origin; political opinions or associations; religious beliefs or affiliations; philosophical beliefs; trade union associations; sexual preferences or practices; criminal record; health information or genetic information

## Related Documents

PRO - Records Management

PRO - Managing Complaints

RES - Enrolment Form

RES - FBLearning Student Handbook

The Privacy Act 1988

The National Privacy Principles

Information Privacy Principles

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Authorised By: Camilla Nalder

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