

Privacy Policy

Trainwest is committed to our obligations under the Privacy Act 1988 and the associated Australian Privacy Principles. Trainwest takes the privacy of our students and employees seriously and comply with all legislative requirements, ensuring that collection of information is fair, lawful, unobtrusive and necessary for the organisational functions. Trainwest advises students and employees of the purpose for collecting information, how it is used, and how they can gain access to their personal information held by Trainwest. Information will be collected from students for enrolment purposes. Assessment records are kept in line with Standards for RTOs (2015). Personal and professional information is collected from employees and trainers to enable Trainwest to employ suitably qualified trainers, assessors and team members. It is also a requirement for issuance of nationally accredited qualifications.

This policy refers to all information collected by Trainwest, our employees and associated entities regarding participants, clients, consultants, job applicants, employees, contractors and other individuals. All Trainwest employees, contractors and associated entities have a responsibility to ensure and enforce this policy, related legislation and principles.

Student information

- » Trainwest are required to collect personal information that is necessary for enrolment into nationally accredited and non accredited training courses
- » This information is required by law to collect, hold, use and supply personal information, in accordance with the National VET Provider Collection Data Provision Requirements
- » Trainwest will provide student information to training team members on a need to know basis. Trainwest uses information collected for the express purpose for which it is collected unless prior consent is obtained from the student.
- » Trainwest ensure the accuracy of information provided, confirmed through TW-FORM-032 Student Agreement on the first day of attendance to the course
- » Trainwest does not use personal details in direct marketing without obtaining prior written permission from the person concerned.
- » Students are asked to provide consent prior to any photographs or video evidence being captured for marketing purposes.
- » Students are asked to provide consent for Trainwest to release or discuss course progress with their employer
- » Trainwest will not release any personal information to a third party without the written consent of the student, unless we are required to do so by law.

Securing information

Trainwest will take all reasonable steps to protect personal information against misuse and loss by:

- » Securing all files in secure locations, both physical and electronic
- » Restricting access to information to relevant team members
- » Destroying information securely after the required retention period
- » Ensuring computer security at all times, through the use of firewalls, up to date antivirus software, password security for computer systems and file permissions
- » Not releasing information to third parties without written permission
- » Trainwest will notify the relevant government bodies in accordance with the Notifiable Data Breach Scheme with effect from 22 February 2018

Rights to access and change personal information

Trainwest will provide access to student personal information on request for the purpose of changing and updating information.

Trainwest does not charge a fee for access to personal information. The exception is reprinting of certification documents previously supplied.

If you wish to access your student information file, please direct your enquiry to admin@trainwest.com.au