

Privacy Policy

1 GROUP TRAINING ORGANISATION (GTO) NATIONAL STANDARDS

WPC Group is a GTO, committed to meeting the following national compliance standard/s:

Standard 1 – Recruitment, Employment Induction

Standard 2 – Monitoring and Supporting Apprentices and Trainees to Completion

Standard 3 – GTO Governance and Administration

2 PRIVACY POLICY

WPC Group is committed to protecting the privacy and confidentiality of personal information.

3 PURPOSE

To protect WPC Group stakeholder privacy, as required by law.

To ensure customer confidence and trust in WPC Group's operations.

4 SCOPE

This policy applies to WPC Group Board members, internal employees, contractors, employer partners, job seekers, Government agencies, apprentices and trainees.

This policy addresses how information is:

- Collected
- Updated
- Used
- Stored
- Disclosed (where necessary)
- Accessed
- Handled, in regards to complaints (in some circumstances, anonymity can be maintained).

WPC Group is bound by the Commonwealth Privacy Act 1988 to handle personal information in accordance with the 13 Australian Privacy Principles (APPs). Other related legislation is:

- Equal Opportunity Act
- Australian Human Rights Commission Act
- Fair Work Act
- Health Records Act

5 KEY RESPONSIBILITIES

Board

- To review and approve this policy as required by the Internal Audit Policy.

WPC Group General Manager

- To be an exemplar of privacy and confidentiality at all times.
- To ensure all employees adhere to this policy.

Privacy Officer

- Investigate complaints raised with respect to privacy of personal information.
- Review WPC Group's practices and procedures to ensure compliance with this policy and current legislation.
- Advise on the education of management and employees of their responsibilities under this policy and provide further information on the Privacy and Health Records Acts, where required.

All employees

- At all times comply with this policy.

6 POLICY

What is Personal Information?

Personal information held by WPC Group may include your name, date of birth, current and previous addresses, telephone/mobile phone numbers, e-mail address and bank account/credit card details. If you choose not to provide us with the personal information we request from you, we may not be able to provide you with the services you require, or the high level of service on which it prides ourselves.

Collection of Personal Information

WPC Group will collect information essentials to providing our services, and information required by State and/or Federal Government Departments.

The information collect may differ for various clients, however, may include (but not limited to) the following:

- Name and contact details
- Date of birth and residency
- Qualifications, work history, resume and application
- Bank account details and Tax File Number
- Driver's license number
- Police and Working with Children Check clearances
- WPC Group may also require parental/guardian (name/contact) information for those under 18 years of age.

Sensitive Information

WPC Group will not collect sensitive information about an individual unless:

- The individual has consented to the collection of the information
- The information is reasonably necessary for one or more functions or activities and
- The information relates solely to individuals who have regular contact with WPC Group or
- The collection of the information is required by law or
- A permitted general or health situation exists in relation to the collection of the information

How Does WPC Group Collect Your Personal Information?

Generally, WPC Group will collect personal information directly from you, when you submit your resume to WPC Group or deal with WPC Group by correspondence, telephone or in person. Sometimes WPC Group also collects relevant sensitive information about you, such as information about your membership of an association. WPC Group only collects sensitive information with your consent.

On occasions WPC Group will collect personal information about you from someone else. For example, WPC Group may collect personal information when we receive:

- a reference about you
- results of inquiries made to former employers, work colleagues, professional associations
- results of any competency tests
- performance feedback about your work
- medical information pertaining to your employment

WPC Group may also collect information from other sources such as written material sent to us, and from freely available “public domain” information sources as newspapers, social media, directories and public registers.

Unsolicited Personal Information

If WPC Group receives unsolicited personal information we will within a reasonable period determine whether or not we could have collected the information if we had solicited the information and destroy it if not required.

WPC Group will destroy the information or ensure the information is de-identified if we believe that we could not have collected the personal information.

Notification of the Collection of Personal Information

Where possible, WPC Group will take such reasonable steps to notify the individual of the personal details collected from someone other than the individual.

How Does WPC Group Use Your Personal Information?

WPC Group uses personal information for the primary purpose for which it was collected, or for secondary purposes, which are related to the primary purpose.

Generally, WPC Group uses personal information for the following purposes:

- verifying your identity
- providing and improving the services you require through a number of media avenues
- administering and managing services (e.g.: invoicing, payroll etc.)
- conducting appropriate credit checks
- informing you of ways the products and services provided to you could be improved
- maintaining and developing our business systems
- researching and developing our products and services
- undertaking other marketing activities

Disclosure of Personal Information

All means of collection of personal information will be by lawful and fair means and will be used and disclosed for the primary purpose for which it was collected. Typically this will include:

- potential employers and clients of WPC Group
- conducting pre-employment checks
- WPC Group insurers
- IWSI Group service providers and specialist advisers
- complying with our legislative and regulatory responsibilities
- your current employer, if they are paying for your training
- relevant government department in relation to apprenticeships and traineeships

Where WPC Group engages a third party contractor to perform services which involves handling personal information WPC Group requires the contractor to comply with the APPs. WPC Group also takes reasonable steps to prohibit the contractor from using personal information except for the purposes for which it was supplied.

Accuracy of your Personal Information

WPC Group takes reasonable steps to ensure that the personal information WPC Group collects, uses and discloses is accurate, complete and up to date.

If you believe the personal information WPC Group holds about you is inaccurate, incomplete or out of date then you should contact the Privacy Officer by email privacy@wpcgroup.org.au and we will try to correct or add the information as soon as possible.

Security of your Personal Information

WPC Group protects your personal information from loss, misuse and interference as well as from unauthorised access, modification or disclosure. WPC Group uses industry standard safeguards to ensure the security of your personal information through physical, electronic and managerial procedures.

When WPC Group no longer requires your personal information WPC Group securely destroys the information and deletes it from its systems in line with Australia legislation.

Access to your Personal Information

You may request access to any of the personal information WPC Group holds about you. WPC Group will, on written request, provide you with access to the personal information WPC Group holds about you (subject to some exceptions allowed by law). You will need to provide proof of identify in order to obtain access to your personal information.

Your request for access will be dealt with in a reasonable time. WPC Group may charge you a fee to cover the reasonable cost of retrieval and the supply of the information to you.

If WPC Group refuses your request for access, then written notice will be provided setting out the reasons for the refusal and the complaint process mechanisms available.

Reasons why a refusal may occur are varied and may include:

- that giving access would pose a serious threat to the life, health or safety of any individual
- deemed to be frivolous or vexatious
- information relates to legal proceedings
- given access would be unlawful
- if access would prejudice negotiations with the individual

Government Related Identifiers

WPC Group will not adopt a government related identifier of an individual as its own unless, it is required or authorised by or under Australia Law

WPC Group will not use or disclose government related identifiers on an individual unless:

- the use or disclosure is necessary to verify the identity of the individual for the purposes of our activities or functions
- the use or disclosure of the identifier is reasonably necessary for it to fulfil its obligation to an agency
- it is required or authorised under Australia Law

Cross border disclosure

WPC Group does not transfer your personal information overseas unless WPC Group is authorised by law to do so or you have consented to it as part of the services WPC Group provides to you.

Anonymity and Pseudonymity

In accordance with the APPs, an individual may, wherever it is lawful and practicable, deal with WPC Group anonymously or by using a pseudonym, except:

- a. When WPC Group is required by law to deal with individuals who have identified themselves; or
- b. Where it is impracticable for WPC Group to deal with individuals who have not identified themselves or who have used a pseudonym.

Credit Related Information

WPC Group uses your information which is relevant to evaluating your eligibility for credit. For example WPC Group will conduct a credit assessment for any new potential Employer Partner as per the "Application to Host Apprentice and for Credit Account" form.

Availability

This policy is available and can be found on WPC Group's intranet and website. Should you request a copy of the policy it shall be provided free of charge.

Direct Marketing

WPC Group will not disclose any held personal information about an individual for the purpose of direct marketing unless:

- The individual has given consent
- The individual has requested not to receive direct marketing material.

Complaints

Any complaint by an individual regarding WPC Group's handling of your personal or sensitive information can be directed to WPC Group's Privacy Officer Suite 9/651 Victoria Street, Abbotsford, Victoria, 3067 or via email privacy@wpcgroup.org.au.

At all times privacy complaints will be treated seriously, dealt with promptly and in a confidential manner. If you make a complaint about privacy, we will acknowledge receipt of your complaint and commence an investigation into your complaint and will inform you of the outcome of your complaint within a reasonable period of time following the completion of the investigation.

If you do not consider that your complaint has been adequately dealt with by us, you may make a further complaint to the Office of the Australia Information Commissioner, which has complaint handling responsibilities under the Privacy Act.

7 RECORDS

Related documents/forms/policies	Storage
Feedback and Continuous Improvement Policy	Intranet
Feedback Form	Intranet
Performance Management Policy	Intranet
Discipline – Internal Policy	Intranet
Employment – Internal Policy	Intranet

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