

Forkpro Australia Standard Operating Procedure

SOP Name: Privacy Policy

Written by: Todd Brennan
Reviewed by: Michelle Mitchell
Approved by: Todd Brennan

SOP Number: SOP 17
Revision number: V3.0

Date written: 31/03/14
Date of last review: 13/03/2019
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Policy

This APP Privacy Policy contains important information about the privacy of Forkpro Australia clients and communications sent by Forkpro Australia (ABN 53 613 046 441). By enrolling in a Forkpro Australia course or communicating with Forkpro Australia, you agree to the terms of this Privacy Policy, as amended from time to time.

Forkpro Australia takes the privacy of our participants very seriously and complies with all legislative requirements. This includes the Privacy Act (1988) and Australian Privacy Principles (2014). In some cases, as required by law and as required by the NVR Standards we will need to make your information available to others. In all other cases we ensure that we will seek the written permission of the participant.

Forkpro Australia abides by the thirteen Privacy Principles as defined below:

- **Principle 1** – Open and transparent management of personal information. The object of this principle is to ensure that APP entities manage personal information in an open and transparent way.
- **Principle 2** – Anonymity and pseudonymity. Individuals may have the option of not identifying themselves, or of using a pseudonym, when dealing with Forkpro Australia in relation to a particular matter.
- **Principle 3** – Collection of solicited Personal Information. Forkpro Australia must not collect personal information (other than sensitive information) unless the information is reasonably necessary for Forkpro Australia business purposes.
- **Principle 4** – Dealing with unsolicited personal information. If Forkpro Australia receives personal information, Forkpro Australia must, within a reasonable period after receiving this information, determine whether or not the we would have collected the information under Australian Privacy Principle 3, and if not we must, as soon as practicable but only if it is lawful and reasonable to do so, destroy the information or ensure that the information is DE identified.

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- **Principle 5** – Notification of the collection of personal information. Requires Forkpro Australia to notify our clients, staff and participants of any additional information that we collect about them, and further advise them of how we will deal with and manage this information.
- **Principle 6** – Use or disclosure of personal information. The information that Forkpro Australia holds on an individual that was collected for a particular purpose, Forkpro Australia must not use or disclose the information for another purpose unless the individual has consented.
- **Principle 7** – Direct marketing. As Forkpro Australia holds personal information about individuals, we must not use or disclose the information for the purpose of direct marketing.
- **Principle 8** – Cross Border disclosure of personal information. Where Forkpro Australia discloses personal information about an individual to an overseas recipient, Forkpro Australia must take such steps as are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles.
- **Principle 9** – Adoption, use or disclosure of government related identifiers. Forkpro Australia must not adopt a government related identifier of an individual as its own identifier of the individual except when using identification codes or numbers issued by either the State based regulators, or the department of Innovation with regard to the Unique Student Identifier.
- **Principle 10** – Quality of personal information. Forkpro Australia must take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that Forkpro Australia collects is accurate, up to date and complete.
- **Principle 11** – Security of personal information. If an APP entity holds personal information, the entity must take such steps as are reasonable in the circumstances to protect the information.
- **Principle 12** – Access to personal information. As Forkpro Australia holds personal information about an individuals, Forkpro Australia must, on request by the individual, give the individual access to the information.

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- **Principle 13** – Correction of personal information. As Forkpro Australia holds personal information about individuals and should we believe that this information is inaccurate, out of date, incomplete, irrelevant or misleading; or the individual requests the entity to correct the information; Forkpro Australia must take such steps as are reasonable in the circumstances to correct that information.

Procedure

I. Your privacy

This Privacy Policy explains how Forkpro Australia collects, uses, discloses and otherwise handles the personal information of Forkpro Australia Clients, and how we communicate with Clients.

This Privacy Policy is available on the Forkpro Australia website at www.forkpro.com.au, or you can request a copy by contacting the Forkpro Australia administration offices on 1300 789 606.

II. What we collect and how we collect it

Personal information includes information about an individual who is identified or reasonably identifiable. The personal information we collect about Forkpro Australia clients includes:

- when you enroll in a Forkpro Australia training course, your name, address, email address, telephone numbers, date of birth, gender and any other information you provide on the Enrolment Form, whether online, via the hardcopy form, or over the phone.
- when you enroll with a Forkpro Australia Affiliate your name, address, email address, telephone numbers, date of birth, gender and any other information you provide on the Enrolment Form, whether online, via the hardcopy form, or over the phone.

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- if you send us an enquiry or provide us with feedback, including your name, contact details, details of your enquiry or feedback and information about any response we provide, whether in hardcopy correspondence, via the online enquiry form or email, or over the phone

If you don't provide us with the information requested on the Forkpro Australia Enrolment Form, or agree to our subsequent collection of your personal information as outlined in this Privacy Policy, we may not be able to enrol you as a trainee.

Forkpro Australia clients can transact with us anonymously. However, if you don't provide us with your details, you may not be able to be enrolled in the course. You can also view the Forkpro Australia website and make general phone queries without having to identify yourself, but if you would like to make specific enquiries about your records we may not be able to assist you without identifying yourself.

a. Collection of other personal information through the Forkpro Australia website and Forkpro Australia training App's.

Information is automatically collected through your use of the Forkpro Australia websites, Affiliates' websites and the Forkpro Australia Training Apps, through cookies. Cookies are small text files that websites or apps may place on your computer or device. Most often, cookies are used to recognise repeat users of websites and remember user preferences. We may collect this information both anonymously and in relation to user accounts. Cookies are also used to allow the website to track usage behaviour and aggregate data to allow Forkpro Australia to customise a user's experience on their websites.

For example, when you visit the Forkpro Australia website or use the Forkpro Australia App, we may use cookies to record information including your server address, the date and time of your visit, the pages you viewed, any documents you downloaded and the type of browser and operating system you used. The information is used and disclosed by Forkpro Australia for purposes including statistical analysis and to assist Forkpro Australia to improve the functionality and usability of the website and Forkpro Australia App.

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Similarly, when you use the Forkpro Australia App, Forkpro Australia may periodically collect and use technical data and related information (including technical information about your mobile device and system preferences), to facilitate the provision of software updates, software support and other services related to the App.

b. Sensitive information.

Forkpro Australia only collects sensitive information (eg health information) where it is reasonably necessary for our functions or activities and either you have consented, or we are required or authorised by law to do so.

III. Why we collect personal information

a. Main purposes.

The main purposes for which we collect, hold, use and disclose personal information about Forkpro Australia Clients is set out below:

- to enroll Clients in the Forkpro Australia training courses
- to administer Forkpro Australia Clients, including issuing certificates and Statements of Attainments and other qualifications and administering your account.
- to contact and communicate to Clients about the Forkpro Australia training courses, including Course Brochures, information about our special promotions and offers from other Forkpro Australia partners or Forkpro Australia Affiliates.
- performing research and statistical analysis, including for customer satisfaction and product and service improvement purposes. This may include matching information we collect against other information held by third parties. (We may also use and disclose de-identified data about Forkpro Australia Clients for these purposes).
- to help Forkpro Australia tailor existing or develop new courses.
- answering queries and resolving complaints.
- general planning and administration purposes.

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We may also collect, hold, use and disclose personal information for other purposes explained at the time of collection or which are required or authorised by or under law, and for which you have provided consent.

IV. Direct marketing, research and opting out

By providing your address, email address and telephone numbers to Forkpro Australia, you consent to Forkpro Australia contacting you for the purposes set out above. We may send this information in a variety of ways, including by mail, email, social media, SMS, MMS,

telephone and for those Clients who have downloaded it, the Forkpro Australia App. You can opt out of being contacted by:

- contacting the Forkpro Australia RTO Administrator by email at privacy@Forkpro.com.au, by phone on 1300 789 606 or by sending a letter to the RTO Administrator, Forkpro Australia, PO Box 338 Helensburgh. NSW. 2508.
- advising us if you receive a marketing call that you no longer wish to receive these calls.
- using the unsubscribe facility that we include in our commercial electronic messages (such as emails and SMS) to opt out of receiving those messages.

You can opt out of receiving notifications on the Forkpro Australia App if you turn off Push Notifications in the settings.

V. 3.3 Email and mobile communication

If you provide us with an email address or phone number, you consent to electronic communication such as Policy's or reminders being sent to you via that address or number. You may prefer to provide to us with your personal email address or phone number rather than, for example, an email address accessible by your work colleagues.

VI. Who we may share your personal information with

We may share the personal information of Forkpro Australia Clients with third parties where appropriate for the purposes set out above, including:

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- Forkpro Australia Affiliates
- the third parties that provide Forkpro Australia services on our behalf, including other relevant training providers.
- Regulatory, investigative or government bodies to comply with laws. E.g. We are required to report certain information to the Australian Skills Quality Authority, NCVET and the relevant state or Territory WHS/OHS Regulatory.

We may ask one of these third parties to contact you directly for a specific purpose, and provide us with information collected from you in the course of providing the relevant products or services.

VII. Cross border disclosure of personal information

Forkpro Australia will not disclose personal information to overseas recipients. Forkpro Australia will not store any personal information on cloud services etc based overseas.

VIII. Data quality and security

a. General

We hold personal information in a number of ways, including in printed documents, electronic databases and email contact lists. Printed documents may be held at Forkpro Australia's head office, or archived in boxes and stored in our secure facility. We take reasonable steps to:

- ensure that the personal information that we collect, use and disclose is accurate, up to date and complete and (in the case of use and disclosure) relevant;
- protect the personal information that we hold from misuse, interference and loss and from unauthorised access, modification or disclosure; and
- securely destroy or permanently de-identify personal information that is no longer needed for purposes permitted by the Australian Privacy Principles.

You can help us keep your information up to date, by letting us know about changes to your details.

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IX. Security

The steps we take to secure personal information include website protection measures, security restrictions on access to Forkpro Australia's computer systems, controlled access to Forkpro Australia's corporate premises, policies on document storage and security, personnel security and training and workplace policies.

While we endeavour to protect the personal information of users of our website, we cannot guarantee the security of information you disclose online: you disclose that information at your own risk. If you are concerned about sending your information over the internet, you can contact Forkpro Australia as set out in section 8. You can also help protect your personal information by keeping your account details confidential. If you become aware of any security breach, please let us know as soon as possible.

X. Third party sites

Links to third party sites that are not operated or controlled by Forkpro Australia are provided for your convenience. Forkpro Australia is not responsible for the privacy or security practices of those sites, which are not covered by this Privacy Policy. Third party websites should have their own privacy and security policies, which we encourage you to read before supplying any personal information to them.

XI. Access and correction

Forkpro Australia Clients can access, update or correct their Forkpro Australia contact information by:

- contacting the Forkpro Australia Administration Offices on 1300 789 606. We may ask you to verify your identity first.

We also reserve the right to charge a nominal fee to cover retrieval costs in the event of a complex or comprehensive request for access. There is no charge for submitting a request to access or correct your personal information.

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XII. Complaints or questions

If you would like more information about how we manage your personal information, or if you have any further queries, or wish to lodge a complaint in relation to an alleged breach of the Privacy Act, please contact our RTO Administrator by:

- Mail: RTO Administrator, Forkpro Australia, PO Box 338 Helensburgh NSW 2508.
- Email: privacy@forkpro.com.au
- Phone: Forkpro Australia Administration Offices: 1300 789 606

All complaints received by Forkpro Australia will be dealt with fairly and in a timely manner considering all the circumstances of the complaint. In most cases, we expect that complaints will be investigated and a response provided within 30 days of receipt of the complaint. If the matter is more complex and our investigation may take longer, we will contact you and tell you when we expect to provide our response.

XIII. Changes to this Privacy Policy

Forkpro Australia may amend this Privacy Policy from time to time. The current version will be posted on the Forkpro Australia website and a copy may be obtained by contacting the Forkpro Australia Administration Office on 1300 789 606.