



Privacy and Confidentiality Policy

1. Purpose Statement

TLC Learning is committed to protecting and maintaining the privacy and confidentiality of its personnel and clients' personal information in line with State and Federal Privacy legislation. TLC Learning complies with

- The Privacy Act 1988 including the ten National privacy Principles

The purpose of this privacy policy is to:

- Clearly communicate the personal information handling of TLC Learning
- Give staff and other individuals a better understanding of the sort of personal information that TLC learning holds
- Enhance the transparency of TLC Learning's operations

2. Scope

This policy encompasses all TLC Learning's electronic and hard copy versions of personnel and client records. TLC Learning will ensure a secure and effective information management system exists within the RTO to support the processes of communication, data storage, retrieval to enable the privacy and confidentiality of personnel and client records

3. Policy Statement

This policy focuses on TLC's Learning commitment to protecting the privacy of its personnel and learners and outlines the various ways in which it ensures this protection.

4. Implementation

4.1 Roles & responsibilities

4.1a Chief Executive Officer

- Authorization of Privacy and confidentiality policy and all related procedures and documentation

4.1b Chief Quality Officer

- Ensuring systems and processes are in place for compliance with all relevant legislative, regulatory and statutory requirements, professional standards and guidelines

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4.1c Chief Operating Officer, Chief Human Resources and Industrial Relations Officer & Chief Financial Officer

- Analyses better practice and audit reports to identify areas for improvement
- Ensures systems and processes are in place to meet legislative privacy principles
- Ensure comprehensive review processes in place to monitor information management systems
- Contribute to approval of Privacy and Confidentiality procedures for TLC Learning

4.1d Manager – TLC Learning

- Meet legislative requirements regarding ensuring the privacy and confidentiality of personnel and client records
- Maintain current effective documentation systems and administrative processes
- Policy, procedure and related documentation distribution to TLC Learning
- Implementation of Policy and relevant procedures
- Ensuring staff compliance with relevant policies, procedures and protocols through inductions and staff meetings

4.1e Quality and Information Coordinator

- Review of Policy at a minimum of 2 years and/or in alignment with legislative or statutory changes

4.1f All staff

- Keep informed of all relevant and current TLC Privacy and Confidentiality Policies and Procedures
- Attend staff meetings and induction and relevant mandatory training session

4.2 Relevant stakeholders

- 4.2a Learners (including potential learners) clients and external stakeholders involved in TLC Learning

5. Definitions

4.1a Personal information – personal information is defined under the Privacy Act as information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- a) whether the information or opinion is true or not, and
- b) whether the information or opinion is recorded in a material form or not

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Examples of personal information include names, addresses, phone numbers and email addresses

The definition of personal information only relates to “natural” persons. It does not extend to other “legal” persons, such as companies

4.1b Sensitive information

Under the Privacy Act, sensitive information is defined as:

a) Information or an opinion about an individual's:

- Racial or ethnic origin
- Political opinions
- Membership of a political association
- Religious beliefs or affiliations
- Philosophical beliefs
- Membership of a professional or trade association
- Membership of a trade union
- Sexual orientation or practices, or
- Criminal records

That is also personal information; or

- Health information about an individual
- Genetic information about an individual that is not otherwise health information

5. Related/relevant legislative/policy frameworks

- 6.1 Privacy Act 1988-2014
- 6.2 National Privacy Principles
- 6.3 National Vocational Education and Training Regulator Act 2011
- 6.4 Standards for Registered Training Organizations (RTOS) 2015
- 6.5 Student Identifiers Act 2014
- 6.6 Information privacy Act 2000 (Vic)
- 6.7 Student Registrars Privacy Policy

6. Related Documents

- 7.1 Complaints and Appeals Policy and Procedure
- 7.2 USI Policy and Procedure
- 7.3 Records Management Policy and Procedure
- 7.4 Student Management System Policy and Procedure
- 7.5 Learner File Management Policy and Procedure

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