

# PRIVACY

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## Purpose

Industry Skills Australia Limited (ISAL) is committed to protecting the privacy of the individuals who interact with the Company or whose personal information it indirectly collects.

## Overview

ISAL abides by the *Privacy Act 1988* (Cth) and the Australian Privacy Principles which together, set out the obligations of a business in relation to its collection, storage, use and disclosure of personal information.

## Who does the policy apply to?

This policy applies to ISAL:

- Board of Directors
- Chief Executive Officer
- Executive Management Team
- Employees
- Contractors and sub-contractors
- Where expressly specified, any person whose Personal Information is collected by ISAL.

## What is personal information and why does ISAL collect it?

Personal Information is considered to be *information that identifies an individual or information from which identity of the individual is apparent or could reasonably be ascertained.*

Personal Information may include: names, organisations, position details, mailing and street addresses, telephone/fax and mobile numbers and email addresses.

ISAL collects the Personal Information necessary for the organisation to undertake activities in line with the Company's objects and maintain relationships with stakeholders and staff.

Examples of why ISAL collects and uses Personal Information includes:

- consulting and collaborating with ISAL stakeholders to ensure our products, activities and performance meet their identified needs and expectations
- conducting primary research into the industry sectors relevant to ISAL activities
- providing information to stakeholders about ISAL activities
- performing our administrative operations, including accounting, payroll, risk management, record keeping
- growing the skills, capability and career paths of ISAL staff
- managing individual's rights and obligations in relation to external payment systems
- complying with legislative, regulatory and/or funding requirements.

## Disclosure of information

ISAL may disclose necessary information to related companies and to any agents or contractors who provide services to the organisation. In dealing with these agents or contractors, ISAL ensures that the information provided is used for the express purpose for which it was disclosed. Information provided by ISAL will remain the property of the organisation at all times.

Subject to what is permitted by law, the types of third parties ISAL may disclose necessary and/or Personal Information to include:

- ISAL agents, contractors and external advisers whom we engage from time to time to carry out, or advise on, our activities;
- other organisations with whom ISAL has arrangements for the purpose of promoting our activities;
- external payment systems operators.

## ISAL employees

ISAL may collect Personal Information about employees that directly relates to the employment relationship. This can include information on:

- skills
- performance
- conduct relating to work
- capacity to perform duties
- terms of employment
- details relating to taxation, banking or superannuation.

ISAL can also collect Personal Information that is reasonably necessary for the business and will only be used for the reason it was collected.

For all Personal Information kept on record, ISAL will take all reasonable steps to:

- ensure the information, if used, is accurate, complete and up-to-date;
- protect the information from misuse, loss or unauthorised access or disclosure;
- provide individual employees with access to their own personal information kept by the organisation.

## Storage and security of personal information

ISAL takes all reasonable steps to ensure the security of the organisation's system. Any Personal Information which is held, is stored on secure servers that are protected in controlled facilities.

ISAL maintains strict procedures and takes all reasonable care to prevent unauthorised access, modification and disclosure of Personal Information.

ISAL will not be held responsible for events arising from unauthorised access of stakeholders' Personal Information.

## Access to personal information

It is important that the personal information ISAL collects is, and remains, accurate, complete and up-to-date. ISAL will regularly encourage stakeholders to update their Personal Information and make it easy to do so.

Individuals may request access to their own Personal Information held by ISAL by writing to [enquiries@isajsc.org.au](mailto:enquiries@isajsc.org.au).

In certain circumstances, ISAL may not be able to provide access to individual Personal Information where:

- there is an unreasonable impact on the privacy of other individuals;
- information relates to legal proceedings with the individual;
- information would reveal a commercially sensitive decision-making process; or
- ISAL is prevented by law from disclosing the information or providing access would prejudice certain investigations.

## Complaints

If a person believes that ISAL has committed a breach of the Australian Privacy Principles, they can make a complaint in writing to ISAL at [enquiries@isajsc.org.au](mailto:enquiries@isajsc.org.au).

ISAL will respond to the complainant within three (3) working days to advise who will be investigating the matter and the proposed course of action.

If after making the complaint, the complainant is not satisfied with ISAL's handling of the issue, they may refer the matter to the Office of the Australian Information Commissioner.