



Worklinks

PRIVACY POLICY

Policies and Procedures

Version 1.0

Table of Contents

PRIVACY POLICY	1
Purpose	3
Scope	3
Responsibilities.....	3
1. Management of Personal Information	3
2. What Personal Information We Collect	4
3. How We Collect Personal Information.....	4
4. Use of Personal Information	4
5. Disclosure of Personal Information	5
6. How Your Personal Information is Managed by NCVET and Other Entities.....	5
7. How We Protect and Store Personal Information	6
8. Retention and Destruction of Information	7
9. Consequences of Withholding Information	7
10. Accessing and Correcting Your Personal Information	7
11. Cookies Policy.....	8
12. Disclaimer for External Links	8
13. Complaints Handling Process	8
14. Policy Changes.....	9

Purpose

The purpose of this policy is to describe and outline how Worklinks Qld Ltd collects, manages, uses, discloses, protects, and disposes of personal information in accordance with the Privacy Act 1988 and the Australian Privacy Principles (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012. The policy is designed to ensure consistent and compliant practices across all operations and interactions involving personal data, records, and VET activities, supporting the organisation's commitment to regulatory compliance, privacy, and service excellence.

Scope

This policy applies to all staff, contractors, volunteers, and associates of Worklinks Qld Ltd involved in any process related to the prospecting, enrolment, admission, training, assessment, or record management of participants undertaking vocational education and training (VET) services. It also extends to all stakeholders, including students (prospective and current), visitors, and any other individuals engaging with services delivered by Worklinks Qld Ltd.

Responsibilities

The Worklinks Training Manager is responsible for the implementation and ongoing maintenance of this policy and its associated procedures. The Training Manager must also conduct inductions for all new RTO staff and provide training to existing staff to ensure they remain current with the information outlined in this policy.

1. Management of Personal Information

- 1.1. Worklinks Qld Ltd collects and manages personal information to support its business operations and deliver training services. We collect personal information from our students, clients, employees, contractors, and other stakeholders for various purposes, including but not limited to:
 - 1.1.1. Delivering educational and training services;
 - 1.1.2. Managing and supporting employees and contractors;
 - 1.1.3. Marketing our products and services;
 - 1.1.4. Conducting internal operations;
 - 1.1.5. Complying with legal and regulatory obligations.

- 1.2. As an RTO regulated by the Australian Skills Quality Authority (ASQA), Worklinks Qld Ltd is required to collect and disclose personal information about participants in recognised training programs under the National Vocational Education and Training Regulator Act 2011 and associated legislative instruments, such as:
 - 1.2.1. Standards for Registered Training Organisations (RTOs) 2015; and
 - 1.2.2. National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020.

2. What Personal Information We Collect

- 2.1. Worklinks Qld Ltd may collect a range of personal and sensitive information depending on the context of your interaction with us. The types of personal information we collect include:
 - 2.1.1. Personal details: Name, contact details (email, phone number, address), date of birth, gender.
 - 2.1.2. Employment information: Job title, employer, employment history, references.
 - 2.1.3. Educational history: Previous qualifications, current enrolments, course progress, assessment results
 - 2.1.4. Financial information: Billing details, bank account information, or credit card details.
 - 2.1.5. Demographic information: Age, gender, cultural background.
 - 2.1.6. Sensitive information (only collected with consent or where required by law or contractual obligations):
 - 2.1.6.1. Identity details (e.g., passport, driver's license);
 - 2.1.6.2. Indigenous status;
 - 2.1.6.3. Disability information;
 - 2.1.6.4. Criminal background checks (e.g., National Criminal History, Working with Children checks);
 - 2.1.6.5. Health information (where applicable for learning support or safety requirements).
- 2.2. In certain cases, such as when collecting data from vulnerable individuals (e.g., minors or persons with disabilities), Worklinks Qld Ltd takes additional precautions to ensure that information is collected and managed appropriately.

1. How We Collect Personal Information

- 1.1. Worklinks Qld Ltd collects personal information through a variety of methods, including but not limited to:
 - 1.1.1. Direct interactions: When you fill out forms (online or physical), contact us via phone, email, or in person;
 - 1.1.2. Enrolment and registration forms: Information collected during enrolment or when accessing our services;
 - 1.1.3. Third-party sources: Information provided to us by partner organisations, referral agencies, or government bodies, with your consent.

2. Use of Personal Information

- 2.1. Worklinks Qld Ltd collects personal information that is reasonably necessary for, or directly related to its delivery of the services it offers. This information is used to best understand your needs and expectations, to provide tailored services and support. This includes, but is not limited to:
 - 2.1.1. Service delivery: Verifying identity, processing enrolments, managing and delivering training programs.
 - 2.1.2. Compliance: Collecting information required for regulatory and government reporting (e.g., AVETMISS data to ASQA, NCVET, DESBT).

- 2.1.3. Communication: Keeping you informed about course progress, assessments, program updates, or other services.
 - 2.1.4. Internal purposes: Auditing, quality assurance, marketing analysis, and service improvements.
 - 2.1.5. Certification: Issuing qualifications or statements of attainment upon course completion.
 - 2.1.6. Payments: Processing invoices, payments, and determining funding eligibility.
 - 2.1.7. Marketing and promotions: Sending you information about new services or offers (with your consent).
- 2.2. Worklinks Qld Ltd collects and uses personal information in accordance with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) for reporting to relevant government agencies.

3. Disclosure of Personal Information

- 3.1. Worklinks Qld Ltd only discloses personal information for the purpose for which it was collected, unless the individual has consented to its use for another purpose, or when it is required by law.
- 3.2. Worklinks Qld Ltd may share personal information with relevant government agencies, VET regulators, auditors, and consultants in line with our contractual obligations, including but not limited to:
 - 3.2.1. Commonwealth, State, or Territory government departments or agencies;
 - 3.2.2. Vocational Education and Training (VET) such as ASQA and NCVET;
 - 3.2.3. Employers or job placement agencies for training and employment purposes;
 - 3.2.4. Professional associations or certification bodies, where relevant to your course of study.
- 3.3. In circumstances where third-party disclosure is necessary, Worklinks Qld Ltd will take reasonable steps to inform the individuals involved and seek their consent. We will also ensure all third parties comply with privacy obligations and manage the information in accordance with the Australian Privacy Principles (APPs).

4. How Your Personal Information is Managed by NCVET and Other Entities

- 4.1. The National Centre for Vocational Education Research (NCVER) manages personal information in accordance with the Privacy Act 1988 (Cth) and the National Vocational Education and Training Regulator (NVETR) Act. NCVER may use your personal data for purposes such as conducting research and statistical analysis related to VET, gaining insights into the VET sector, generating authenticated VET transcripts and managing vocational education and training (VET) programs.
- 4.2. The NCVER is authorised to share your information with VET regulatory authorities, the Department of Employment, Small Business and Training (DESBT) and other Commonwealth and State/Territory government bodies (excluding registered training organisations). This is done to support:

- 4.2.1. VET program administration, including monitoring, regulation, and evaluation;
- 4.2.2. Providing insights into the VET sector for workforce planning, policy-making, and consumer information;
- 4.2.3. Statistical analysis and educational research, including data integration and surveys.
- 4.3. The NCVET may also provide your personal data to external researchers who conduct studies on behalf of the NCVET. However, it does not share your information with any overseas entities.
- 4.4. For more information about how NCVET handles your personal information, please visit NCVET's Privacy Policy at www.ncvet.edu.au/privacy.

5. How We Protect and Store Personal Information

- 5.1. Worklinks Qld Ltd takes the security of your personal information seriously. We have implemented robust measures to ensure the confidentiality and security of all personal data, including:
 - 5.1.1. Data storage:
 - 5.1.1.1. Paper documents containing personal information are securely stored in locked cabinets, with access strictly limited to authorised personnel only;
 - 5.1.1.2. All personal data is converted to electronic formats as soon as practicable and stored on secure servers;
 - 5.1.1.3. Information is maintained in password-protected systems, including financial, learning management, and student management systems. Access to these systems is strictly limited to authorised personnel only, based on their specific roles and responsibilities.
 - 5.1.2. Access control:
 - 5.1.2.1. Systems are continuously monitored for appropriate authorised use to prevent misconduct, unauthorised access and data breaches;
 - 5.1.2.2. Only authorised personnel with relevant roles are granted access to systems holding personal information, with login details closely monitored and regularly updated.
 - 5.1.3. Security measures:
 - 5.1.3.1. Systems and internal networks are secured using appropriate technologies such as encryption, virus protection, and regular system monitoring to protect against unauthorised access, data loss, or misuse.
 - 5.1.4. Paper-based records:
 - 5.1.4.1. Worklinks Qld Ltd premises and data storage systems are fully secured. Physical documents containing sensitive information are stored in locked cabinets and are subject to a clean-desk policy;
 - 5.1.4.2. Paper records are securely shredded and disposed of once they are no longer needed.
 - 5.1.5. Internal audits:
 - 5.1.5.1. Regular audits are conducted to ensure that privacy practices meet the required standards.
 - 5.1.6. Staff training:

5.1.6.1. Staff members receive regular training on privacy protection and the Australian Privacy Principles (APPs).

5.2. Worklinks Qld Ltd retains personal information only as long as necessary to fulfill the purposes for which it was collected or to comply with legal obligations. Once the information is no longer required, it is securely destroyed or de-identified.

6. Retention and Destruction of Information

6.1. The Standards for Registered Training Organisations require Worklinks Qld Ltd to retain and store this information for up to 30 years.

6.2. When personal information is no longer necessary for Worklinks Qld Ltd's business functions and it is lawful to do so, the information will be destroyed in a secure manner.

6.3. In the event that Worklinks Qld Ltd ceases operations, all required personal information records pertaining to individuals who have undertaken nationally recognised training will be transferred to the Australian Skills Quality Authority (ASQA), in compliance with legal requirements.

7. Consequences of Withholding Information

7.1. Individuals are not legally obligated to provide personal information to Worklinks Qld Ltd unless required by regulatory frameworks, such as for nationally recognised training. However, choosing to withhold personal information may limit our ability to provide certain services or deliver training. If you withhold mandatory information, Worklinks Qld Ltd may not be able to:

7.1.1. Process your enrolment;

7.1.2. Assess your eligibility for government funding;

7.1.3. Issue qualifications or certificates.

1. Accessing and Correcting Your Personal Information

7.2. Individuals have the right to request access to your personal information held by us and to seek corrections if any of the information is inaccurate, outdated, or incomplete. To initiate a request for access or correction, please contact our Training and Support Team via email at training@worklinks.com.au or via phone at (07) 5498 9601.

7.3. Worklinks Qld Ltd aims to respond to access or correction requests promptly, typically within 10 business days.

7.4. Worklinks Qld Ltd does not charge individuals for updating or correcting their personal information.

8. Cookies Policy

- 8.1. Worklinks Qld Ltd uses cookies to monitor how our website is used. This helps us analyse data on page visits and improve the overall functionality of the site. The information collected is used purely for statistical purposes, and once analysed, the data is removed.
- 8.2. Cookies allow us to provide a more tailored experience by identifying which content is most relevant. They do not give Worklinks Qld Ltd access to a user's device or any personal data other than what the user choose to share.
- 8.3. Users have control over cookies and can choose to accept or decline them. While most web browsers automatically accept cookies, browser settings can be adjusted to reject them if preferred. Please note that disabling cookies may limit the ability to fully engage with some features of our website.

9. Disclaimer for External Links

- 9.1. The Worklinks Qld Ltd website may contain links to external websites. Once you click on these links and navigate away from our site, we no longer have control over the content or privacy practices of those third-party sites. As such, Worklinks Qld Ltd cannot be held responsible for the privacy or protection of any information provided while visiting these external sites. Since they operate under their own privacy policies, we strongly advise you to review their terms and privacy statements to ensure your data is adequately safeguarded.

10. Complaints Handling Process

- 10.1. At Worklinks Qld Ltd, we are committed to the responsible handling of personal information. If you believe we have not fulfilled our obligations regarding the collection, use, or disclosure of your personal data, you have the right to lodge a complaint. Before doing so, we encourage discussing your concerns with a Worklinks Qld Ltd representative to explore possible resolutions. Should the issue remain unresolved, our formal complaints process is outlined as follows:
 - 10.1.1. **Submitting a Complaint:** To initiate a complaint, please provide a written submission to Worklinks Qld Ltd's Training and Support Team. You can reach us via email at training@worklinks.com.au or by mail at PO Box 98, Caboolture QLD 4510. To facilitate a thorough investigation and timely resolution, we kindly request that you include as much relevant detail as possible regarding the issue.
 - 10.1.2. **Investigation:** Worklinks Qld Ltd will promptly investigate the details of the complaint and provide a response to the individual as soon as possible, and within a maximum of 30 calendar days. This response will outline our findings and any actions taken as a result of the investigation.
 - 10.1.3. **Further escalation:** If the individual remains unsatisfied with the response, they have the option to escalate their complaint directly to the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au or 1300 363 992.

- 10.2. Alternatively, if your complaint relates to non-privacy matters concerning RTOs, you may lodge a complaint with the Australian Skills Quality Authority (ASQA) at www.asqa.gov.au or 1300 701 801.

11. Policy Changes

- 11.1. Worklinks Qld Ltd may update this Privacy Policy periodically to reflect changes in our operations or legal obligations. Any updates will be posted on our website at <https://worklinks.com.au/wp/>, ensuring you are always informed of how we handle your personal information.