

# **QASA Website**

## **Privacy Statement**

QASA and its related entities ("QASA", "we", "us", "our") respect the privacy of personal information which we hold. The way we manage your personal information is governed by the *Privacy Act 1988* (Cth) (the "**Act**") and the National Privacy Principles ("NPPs") established under the Act.

This Privacy Policy tells you how we manage the personal information that we hold collect, use and disclose.

We may amend, vary or update this Privacy Policy from time to time. Any amendments, variations or updates to this Privacy Policy will be posted on QASA's website, [www.qasa.com.au](http://www.qasa.com.au).

### **What is personal information?**

"Personal information" is any information or opinion, in any form, which identifies an individual or from which an individual's identity is apparent or can be reasonably ascertained.

### **How do we collect and how do we use your personal information?**

As far as it is reasonable and practicable to do so, we will always try to collect personal information directly from you. However, we may also collect personal information about you from:

- employees and apprentices, including but not limited to, prospective employees and apprentices;
- training providers (including, but not limited to, the applicable Registered Training Organisation/s ("**RTOs**")
- participants in training conducted by QASA or affiliate training providers; relevant industry and employee representative bodies;
- reporting agencies;
- previous employers;
- our contractors;
- the Department of Education, Training and the Arts ("**DETA**") and any other relevant Federal or State government bodies for purposes related to the access and use of any funding; and
- other entities to whom we disclose information as set out below.

We collect your personal information for various purposes, including to:

- inform you of our services and to provide you with any relevant technical information;
- determine your requirements for our services;
- access and allocate industry funds provided by the DETA;
- add your personal information into databases related to QASA;
- get in contact with you should we need to; do anything which you authorise or consent to us doing; or take any action we are required or authorised by law to take.
- send electronic and printed industry newsletters and information

If you do not provide your personal information, we may be unable to do one or more of the above.

When we obtain personal and other information from third parties whom you refer us to, we will assume and you will ensure that you have made that third party aware of your referral and the purposes of collecting, using or disclosing the relevant personal or other information.

### **To whom do we disclose your personal information?**

We may disclose your personal information to:

- QASA Board of Directors and employees;
- our related entities;
- industry-related third-parties (composed of and limited to the applicable RTO(s), and or relevant personnel within the DETA for purposes related to the access and use of any funding;
- any employer or prospective employer seeking to employ apprentices or other employees;
- any training providers or prospective training providers from whom you receive, or express an interest in receiving training;
- any entity to whom we are required or authorised by law to disclose information (including but not limited to the DETA, other Federal or State

government bodies, agencies or departments, law enforcement agencies, the courts and the Australian Taxation Office);

- our professional advisers, contractors and other service providers whom we engage from time to time to carry out, or advise on, our functions and activities (including but not limited to our IT consultants and mail service providers);
- our insurers;
- the administrator of any superannuation fund of which you are a member;
- your referees, including your employer;
- other organisations with whom we have alliances or arrangements for the purposes of promoting our respective services;
- other parties that QASA has advised you of at the time any personal information is collected;
- with your consent, express or implied, any other parties; and any person to the extent necessary, in our view in order to carry out any instruction you give to us.

Your consent to the disclosure of your personal information may be given explicitly (in writing or verbally) or implicitly (for example, if you request to be added to our mailing list). If at any time you receive material that you did not request, or if you do not want to receive material from us anymore, please contact us using the methods outlined below.

### **Ensuring your personal information is up to date**

To effectively conduct our business with you, it is important that the personal information we hold about you is complete, accurate and current. At any time while we hold your personal information, we may ask you to tell us of any changes to your personal information.

Alternatively, you can contact us at any time using the methods outlined below to update your personal information.

### **Security of personal information**

Personal information is mainly stored in secure electronic databases. We take reasonable precautions to safeguard your personal information from loss, misuse, unauthorised access, modification or disclosure.

When your personal information is no longer required, we will destroy or delete it from our systems in a secure manner. However, we may be required by law to retain certain information for a set period of time. Once this period of time expires, we will destroy or delete this information in a secure manner.

### **Can I have access to the personal information QASA holds about me?**

You can ask to obtain access to your personal information by contacting us using the contact details below.

There may be a fee charged for providing access to your personal information.

### **Can my request for access to or updating of my personal information be denied?**

We may not always be required to provide you with access to or update your personal information.

We may decide not to give you access to or update your personal information in certain circumstances permitted under the NPPs.

If we decide not to give you access or update your personal information, we will provide you with the reasons for our decision.

### **Identifiers**

An "identifier" is a unique identification number assigned to you by the Federal government or Federal government agency. Examples of identifiers include your Tax File Number ("**TFN**") or Medicare number. QASA does not use identifiers to identify your personal information in our systems.

### **Overseas transfers of personal information**

QASA will only transfer your personal information overseas if:

- we reasonably believe that the recipient of the information is subject to a law or a contract which effectively upholds privacy principles similar to the NPPs;
- you have consented to the transfer;
- the transfer is necessary for us to provide you with your requested goods or services;

- it is not practical to obtain your consent, the transfer is for your benefit and your consent would likely be given; or
- we have taken reasonable steps to ensure that your personal information will not be held, used or disclosed by the recipient in a manner inconsistent with this Privacy Policy and the NPPs.

### Online dealings

We take reasonable steps to maintain the security of cookie and personal information in accordance with our Website Terms of Use, If your browser is suitably encrypted, it will advise you whether the information you are sending us will be secure (encrypted) or unsecured (unencrypted). If secure transmission is indicated, QASA currently uses 128 bit SSL (Secure Socket Layers) software to protect your personal information during transmission. SSL software encrypts any information you input.

We seek to keep up to date with available security and encryption technology so as to maintain the effectiveness of our security systems. However, no transmission over the Internet can be guaranteed as totally secure and accordingly, and we cannot warrant or ensure the security of any information you provide to us over the Internet. Please note that you transmit information at your own risk.

When you visit our website, we and/or our contractors may collect certain information about your visit. Examples of such information may include:

**Cookies** - a cookie is a piece of data that a website sends to your browser, which is then stored on your computer. We and/or our contractors use cookies to allow our website to interact more efficiently with your browser. You can set your browser to notify you when a cookie has been sent. This allows you to decide whether or not to accept or reject the cookie (although rejecting a cookie may affect your use of a website). If your computer does not accept cookies, you may not be able to make full use of the QASA website.

We do not use cookies to track your browsing habits and we do not try to identify everyone person browsing our website. When you browse the QASA website, a cookie is placed on your computer. This cookie does not collect any personal information about you, but it may collect information about the type of operating system your computer uses and your Internet service provider. We use these cookies to collect general statistical information about visitors to our websites. This statistical information is then used to maintain and improve the operation of our website.

**Site visit information** - we and/or contractors may collect general information about your visit to the QASA website. This information may include your server address, the date and time of your visit, the pages you accessed and the type of Internet browser you use.

We and/or our contractors use this information in an anonymous, aggregated form, for statistical purposes to assist us improve the quality of our website.

We do not transmit your personal information by e-mail externally unless you have given your consent (expressly or impliedly) to us doing so. An example of how you may impliedly give your consent may be when you e-mail us your personal information and require us to reply to you by e-mail, or you do not object when we advise you when we intend to forward your information to a third party by e-mail.

### **Use of email addresses collected**

We will only use your email address if you send us a message. Your email address will only be used for the purpose for which you have provided it, and will not be added to our mailing list or used for any other purpose without your consent.

### **How to notify us of your concerns or lodge a complaint or request for access**

If you have a query about this Privacy Policy, wish to lodge a request for access to or updating of your personal information, or if you have a complaint about the way we have handled your personal information, you can contact us by:

Visiting our website - [www.qasa.com.au](http://www.qasa.com.au)

Email . [info@qasa.com.au](mailto:info@qasa.com.au) ;

Telephone - +61 7 3256 4426;

Fax - +61 7 3256 4482; or

Post - Executive Officer, QASA, PO Box 586, Chermside South QLD 4032.

### **What if I am not satisfied with QASA's response?**

If you are not satisfied with how we handled your request or complaint, you can refer your complaint to the Federal Privacy Commissioner. The Federal Privacy Commissioner can be contacted by:

Telephone - 1300 363 992;

TTY - 1800 620 241 (this number is dedicated for the hearing impaired only, no voice calls);

Fax - +61 2 9284 9666;

Email - [privacy@privacy.gov.au](mailto:privacy@privacy.gov.au) ; or

Post - Director of Complaints, Office of Federal Privacy Commissioner, GPO  
Box 5218, Sydney NSW 2001.

Links to other sites are provided for the reader's convenience, and do not constitute QASAs endorsement of material at those sites, or any associated organisation, product, or service.