

# **Privacy, Confidentiality & Recordkeeping Policy and Procedure – JTI**

## **A. Purpose**

Job Training Institute Pty Ltd (JTI) is committed to protecting the privacy, confidentiality, and integrity of all personal and sensitive information it collects, uses, stores, and discloses. This policy ensures JTI complies with:

- Privacy Act 1988 (Cth) and Australian Privacy Principles (APPs).
- Student Identifiers Act 2014.
- Standards for RTOs 2015 (Clauses 3.4, 3.6, 8.5 and Schedule 5).
- ASQA 2025 Outcome Standards (2.7, 2.8, 3.6, 4.1).
- ESOS Act 2000 and ESOS Regulations 2019.
- National Code 2018 (Standards 2, 6, 8, 9, 10).
- Fair Work Act 2009 and WHS legislation.

This policy supports transparency, student rights, regulator reporting, and effective recordkeeping for audit, legal, and quality assurance purposes.

## **B. Scope**

This policy applies to all personal and sensitive information collected, stored, used, or disclosed by JTI, in any format (paper, electronic, email, LMS/SMS, cloud, archive, or portable media).

It applies to:

- All JTI staff (permanent, casual, contractors, volunteers).
- All students (domestic, CRICOS/overseas, short-course, funded or fee-for-service).
- Contractors, agents, and third parties engaged by JTI who handle records or information.
- Visitors, placement hosts, and partners where relevant information is shared.

## **C. Key Principles**

- Collect only information necessary for JTI's operations.
- Inform individuals of the purpose of collection and potential disclosures.
- Use/disclose information only for the purpose collected, with consent, or as required/authorised by law.
- Maintain accuracy, completeness, and currency of records.
- Store information securely and restrict access based on role.
- Allow individuals to access or correct their records on request.
- Ensure all staff/contractors handling information are trained and bound by confidentiality.

- Detect, respond to, and report notifiable data breaches (NDB scheme).

## **D. Collection & Use**

JTI collects personal information from enrolment forms, assessments, HR processes, surveys, incident reports, and online systems. Uses include:

- Training, assessment, and student support.
- Issuing AQF certification.
- Reporting to regulators (ASQA, NCVER, PRISMS/DoE, DHA, State/Territory training authorities).
- Payroll and HR management.
- WHS and critical incident management.
- Lawful purposes including audit, compliance, or consumer protection.

## **E. Disclosure**

Information may be shared with:

- Government and regulatory bodies (ASQA, NCVER, DoE, DHA, State/Territory funding authorities).
- Service providers (IT, LMS/SMS, counselling, placement hosts, insurers).
- Law enforcement or courts where legally required.
- Overseas recipients only where privacy protections are equivalent to Australian law.

## **F. Data Security**

- Role-based access and least-privilege controls.
- Encryption in transit (and at rest where supported).
- Multi-factor authentication and password security.
- Paper records stored securely, with clean-desk policy.
- Secure destruction (shredding/deletion) at end of retention period.
- Regular backups and business continuity testing.

## **G. Access & Correction**

- Individuals may request access or correction by emailing [privacy@jti.edu.au](mailto:privacy@jti.edu.au).
- Requests processed within 30 days.
- Proof of identity required.
- If access/correction refused, written reasons are provided.

## **H. Data Breach Response**

- Contain – isolate systems, secure records, prevent further access.
- Assess – investigate and determine if serious harm is likely within 30 days.
- Notify – OAIC and affected individuals, if eligible breach.
- Remediate – mitigate harm and improve controls.

## I. Recordkeeping & Retention

Record Category	Examples	Retention	Authority
AQF Certification	Registers; qualifications/SoAs issued	30 years	Standards for RTOs 2015, Schedule 5; ASQA 2025 Outcome 3.6
Assessment Records	Submissions, assessor decisions	2 years after completion	Standards for RTOs 2015, Schedule 5 (10c)
Assessment Items	Completed student work	6 months after decision	ASQA General Direction – Assessment Retention
ESOS Agreements & Payments	Written agreements, fee/payment records	2 years after student ceases	ESOS Act; National Code 2018
Critical Incident Records	Reports, remedial actions	2 years after student ceases	National Code 2018 Standard 6.8
Complaints & Appeals	Complaints, investigations, outcomes	2 years minimum; JTI retains 7 years	ESOS Act s.21; Best practice
WHS Incidents	Incident and injury reports	7 years	WHS Acts; Insurance
HR/Contractor Records	Payroll, contracts, personnel files	7 years	Fair Work Act 2009

## J. Confidentiality Obligations

- Staff, contractors, and volunteers must sign confidentiality agreements.
- Information must not be discussed in public spaces or transmitted via insecure methods.

## K. Training & Awareness

- Privacy, confidentiality, and recordkeeping included in staff induction and annual refresher training.
- Specialised training for staff with system access or handling sensitive information.

## L. Complaints

- Privacy complaints may be lodged with [privacy@jti.edu.au](mailto:privacy@jti.edu.au).
- If unresolved, individuals may escalate to the Office of the Australian Information Commissioner (OAIC).

## M. Review & Related Documents

- Owner: Compliance Manager.
- Review: Annually or after significant legislative/regulatory changes.
- Related Documents: Student & Staff Handbooks, Code of Conduct, Critical Incident Policy, Complaints & Appeals Policy, Information Security Policy, Record Retention Matrix.