

Privacy Policy

This policy provides information about your personal information, how we use it, how, when, why and to whom we disclose it, and the reasonable precautions we take to ensure the privacy and confidentiality of your personal information is protected.

Phillips Institute respects the personal information provided to us in the course of our normal business operations. We also respect the personal nature of the communications that occur between our clients and officers of our organisation. As such, Phillips Institute is bound by and complies with the *Australian Privacy Principles* under the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, which sets out principles concerning the privacy of individuals. These principles include those relating to the collection, disclosure, use, access, complaints, and updating of personal information.

Collection of personal information

As a Registered Training Organisation, Phillips Institute collects information from learners, candidates, prospective learners and prospective candidates, employers, suppliers, and other stakeholders, either electronically or in hard-copy format, that includes information which may identify a person. This information is required in order to manage your enquiry, to facilitate your enrolment in a training course, and for government reporting requirements. Phillips Institute at all times respects the privacy and confidentiality of your personal information and takes all reasonable precautions to protect your information from loss, misuse, unauthorised access or disclosure, alteration or destruction.

Disclosure of personal information

Phillips Institute shall not disclose personal information to an external company or third-party organisation unless:

- The individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation; or
- The individual concerned has provided written consent to the disclosure; or
- Phillips Institute, on reasonable grounds, believes that the disclosure is necessary to lessen or prevent a serious or imminent threat to the life or health of the individual concerned or of another person; or
- The disclosure is required or authorised under law.

Personal information will not be sold or distributed to anyone, nor shall it be used for promotions independent of Phillips Institute. Where there is no legitimate purpose in retaining personal information, and/or when the record retention periods imposed by the state, territory and federal government bodies have been exceeded, the personal information will be destroyed.

Use of personal information

The type of personal information we collect may include, for example: name, address, telephone number/s, email address, date of birth, languages spoken, photographs, results, educational qualifications, and so on. The information we collect is required so that we may effectively conduct our normal business processes as an educational organisation. We acknowledge that such

information is provided by individuals on a voluntary basis, in order that we may conduct business processes to fulfil requests for the provision of Phillips Institute educational products and/or services.

Such processes may include, for example, communications regarding course enquiries, processing of enrolments and course applications, applications for various funding programs, including those administered by Commonwealth and State or Territory government departments. We may also be required as a condition of and under our standards of registration, to provide personal information to government organisations for the purpose of research and statistical analysis, such as that provided on a yearly basis to the National Centre for Vocational Educational Research.

Visitors to our websites and our online sites should be aware that such visits will not require the collection of information of a personal nature. However, when information is submitted electronically, such as by email, by a contact form, in an e-learning discussion forum or similar online interaction, or digital application form, then that information will be collected and used for the purpose for which it was provided.

Online visitors to our sites should be aware that when external organisation sites are accessed by clicking on links that our organisation embeds within its sites, those external sites are not subject to the same privacy standards and procedures as are contained within this policy.

Accessing your personal information

You have a right to access your personal information. If you would like to access your personal information, you should contact us in writing using the contact details given on our website and at the end of this policy document. Acceptable forms of identification should be provided to Phillips Institute, in addition to the written request, in order for the personal information to be released.

Complaints about breaches of privacy

If you at any time feel that there has been a breach of your privacy or that your personal information has not been handled in an appropriate manner, please follow our complaints and appeals process as detailed in our Student Handbook available for download from our website.

Updating your personal information

In cases where an individual requires personal information to be updated, such as that which may be incorrect, inaccurate, incomplete, or out of date, a request may be made to update or amend the information. Where information is found to be inaccurate, an amendment will be made. Where the information is found not to be inaccurate, the request to update will be noted on the records management system for future reference purposes.

Security of personal information

Phillips Institute will take all reasonable steps to ensure that any personal information collected is safe from misuse, loss, unauthorised access, alteration, or disclosure, and that it is relevant to the

purpose for which it was collected, is up to date, accurate and complete. Information will be securely destroyed, or identifiers removed when it is no longer needed for either the primary or approved secondary purpose or the required retention period has been reached or exceeded. All reasonable steps will be taken to ensure that records containing personal information are securely stored.

Changes to this Privacy Policy

This Privacy Policy was last updated in November 2023. Phillips Institute reserves the right to update and make amendments to this policy at any time, and while you may not be directly notified of changes to the policy, the most up to date version of the policy will be published on our website at all times.

Contacting us

Phillips Institute welcomes your comments regarding this Privacy Policy. Should you have any questions or would like further information about this policy or wish to update or access your personal information held by Phillips Institute, please contact us as below.

Address your enquiry to:

Privacy Manager – Phillips Institute
Level 1, Dandenong Road
Carnegie, Victoria, 3163
Email: privacy@phillips.edu.au
Phone: 1300 558 837