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## PRIVACY POLICY

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### PURPOSE

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The Privacy Act 1988 requires entities bound by the Australian Privacy Principles to have a privacy policy. This Privacy Policy outlines MRAEL Limited's personal information handling practices.

To comply with:

- Standard 2 of the National Standards for Group Training Organisations
- Standards for Registered Training Organisations 2015 (Standard 8.5)

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### SCOPE

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Personal information is defined as 'information or an opinion about an individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether the information or opinion is recorded in a material form or not'.

Due to an exemption in the Privacy Act, this policy does not apply to MRAEL's treatment of an employee record, where that treatment is directly related to:

- a current or former employment relationship between MRAEL and the individual
- an employee record relating to the employee

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### POLICY

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#### **WHAT KINDS OF PERSONAL INFORMATION DO WE COLLECT AND HOLD?**

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In general, the type of personal information MRAEL collects and holds includes (but is not limited to): names, addresses, contact details, date of birth, photos, salary, bank and credit details and other information which assists us in providing our services.

The type of information we may collect and hold includes (but is not limited to) personal information about:

- Training participants and training providers
- Staff, apprentices and trainees
- Suppliers and their employees
- Prospective employees, employees and contractors
- Partner Organisations
- Directors
- Officers of Government departments
- Other people who come into contact with us

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#### **SENSITIVE INFORMATION**

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Some personal information which we collect is 'sensitive information'. Sensitive information includes: information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences and criminal record, that is also personal information, and health or genetic information about an individual.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or where certain other limited circumstances apply (e.g. where required by law).

## **HOW DO WE COLLECT AND HOLD PERSONAL INFORMATION?**

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Personal information you provide: MRAEL will generally collect personal information by way of forms filled out by people, face-to-face meetings, interviews, business cards and telephone conversations.

Indirect collection: MRAEL may collect, or be provided, personal information about an individual from a publicly available source or a third party. The source may be, for example, someone you authorise to represent you, a referee or an employer.

MRAEL take reasonable steps to protect personal information from misuse, interference and loss and from unauthorised access, modification or disclosure. Such steps are, for example, physical security of hard copy records and restricted access to electronic records.

MRAEL personnel are required to respect the confidentiality of personal information and the privacy of individuals. Security of information extends to the home office and dynamic office environment. Where arrangements exist for MRAEL workers to conduct work outside of MRAEL buildings, the worker is to ensure security is sufficient to prevent unauthorised access to information.

Staff must not divulge information concerning a customer to anyone other than the customer, unless the customer has requested in writing the release of the information.

Where we no longer require your personal information for a permitted purpose under the Australian Privacy Principles, we will take reasonable steps to delete, de-identify or destroy it.

A duty of confidentiality extends to all records and information on current and former customers and staff.

## **WHY DO WE COLLECT, HOLD, USE AND DISCLOSE PERSONAL INFORMATION?**

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MRAEL only collects personal information in order to perform its core business activities and functions and to meet legal obligations. In most cases, if personal information we request is not provided, we may not be able to supply our services.

MRAEL may use and disclose your personal information for the primary purpose for which it is collected, for reasonably expected secondary purposes which are related to the primary purpose, such as direct marketing, and in other circumstances authorised by the Privacy Act.

MRAEL should only use the information for the purpose it was collected.

We may disclose your personal information to:

- Other companies or individuals who assist us in providing services or who perform functions on our behalf (such as mailing houses, consultants)
- Government departments
- Where disclosure is required by law, or where reasonably necessary for the enforcement of a law or for the protection of public revenue
- Anyone else to whom you authorise us to disclose it

We may also collect your personal information from these companies and individuals, in which case we will deal with this information in accordance with this policy.

The personal information may not be disclosed to other persons except where provided for by the legislation.

In general, we use and disclose your personal information for the following purposes:

- To conduct our business
- To provide and market our services
- To communicate with you
- To comply with our legal obligations
- To help us manage and enhance our services

## **HOW CAN INDIVIDUALS ACCESS AND SEEK CORRECTION OF THEIR PERSONAL INFORMATION?**

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MRAEL endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. We encourage you to contact us in order to update any personal information we hold about you.

Subject to the exceptions set out in the Privacy Act, you may gain access to the personal information which MRAEL holds about you by contacting us.

We will require you to verify your identity and to specify what information you require.

## **COMPLAINTS**

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If you have any questions about privacy related issues please contact our Quality Manager:

E-mail: [privacy@mrael.com.au](mailto:privacy@mrael.com.au)  
Phone: (07) 49579800  
Facsimile: (07) 49577564  
Postal address: PO Box 643, Mackay Qld 4740

If you have a complaint regarding a privacy matter you may also refer to the Complaints Handling Policy available at [www.mrael.com.au](http://www.mrael.com.au).

## **WILL PERSONAL INFORMATION BE DISCLOSED TO OVERSEAS RECIPIENTS?**

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We will not send your personal information to recipients outside of Australia without:

- Obtaining your consent (in some cases this consent will be implied); or
- Otherwise complying with the Australian Privacy Principles.

## **LINKS**

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The following websites may be of interest should you require further information:

The Office of the Australian Information Commissioner  
<http://www.oaic.gov.au/>

Australian Privacy Principles  
<http://www.oaic.gov.au/privacy/privacy-act/australian-privacy-principles>