

Privacy and Information Handling Policy



Air Gold Coast Pty Ltd complies with the requirements of the Australian Privacy Principles (Privacy Act 1988) in relation to the collection of information relating to Students.

Air Gold Coast acknowledges and respects the privacy of individuals. The information collected includes but is not limited to personal contact details, course enrolment details and changes to enrolled courses.

The company uses the information only for the purpose that it was provided and to communicate with nominated persons in the event of an emergency. We do not provide or sell personal information to external companies for the purpose of marketing. We may also collect statistical information in order to improve our customer service, however this information is anonymous.

Personal information will not be collected unless:

- the information is collected for a purpose directly related to students;
- the information is up to date, accurate and complete
- the collection of the information is necessary for or directly related to that purpose.

Personal information will not be collected by unlawful or unfair means.

Where personal information is collected for inclusion in a record or in a generally available publication Air Gold Coast will take reasonable steps to ensure that the information collected is relevant to that purpose and is up to date and complete.

Air Gold Coast is required to provide personal information to external agencies or organisations including the Australian Government and designated authorities and licensing bodies in order to provide specific services and as required by law. This may include sharing information with Australian Skills Quality Authority (ASQA), state and national regulatory bodies, Independent Tertiary Education Council Australia (ITECA); the tuition assurance scheme and the Civil Aviation Safety Authority.

Storage and Security of Personal Information

For the purpose of the continued monitoring of your training program, Air Gold Coast is required by law to establish and maintain a Student Management System documenting training progress. This includes the information regarding internal and external assessments. These records are stored on a secure network and only accessed by Air Gold Coast staff involved in your training program.

Air Gold Coast will ensure that a Student's personal information is protected by such security safeguards as it is reasonable in the circumstances to take, against loss, against unauthorised access, use, modification or disclosure, and against other misuse. Air Gold Coast will ensure that if it is necessary for a Student's personal information to be given to a person in connection with the provision of a service to Air Gold Coast, everything reasonably within the power of Air Gold Coast will be done to prevent unauthorised use or disclosure of that personal information.

Review and Access

Students are able to access their own records by requesting in writing to the Head of Operations at Air Gold Coast, P.O. Box 116, Coolangatta, QLD 4225. There is no charge for an individual to access personal information that Air Gold Coast holds about them; however Air Gold Coast may charge a fee to make a copy.

If a student considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where an individual requests that a record be amended

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because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Disclosure

Air Gold Coast will not disclose a Student's personal information to a person, body or agency (other than the individual concerned) unless:

- the individual concerned is reasonably likely to have been aware that information of that kind is usually passed to that person, body or agency
- the individual concerned has consented to the disclosure;
- Air Gold Coast believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the student or of another person;
- the disclosure is required or authorised by or under law; or
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, the record-keeper shall include in the record containing that information a note of the disclosure. A person, body or agency to whom personal information is disclosed will not use or disclose the information for a purpose other than the purpose for which the information was given to the person.