GTO Privacy Statement

Our Commitment

At AGA we recognise that privacy is very important to our apprentices, trainees, Host Employers, staff employees, students and the general public.

We are committed to providing a high-quality Group Training Organisation within a secure and confidential environment.

Our privacy statement includes:

- Laws, Legislation, Government Statistics, Acknowledgements and Declarations
- What information we collect from you
- Failure to provide information
- How your information may be used and disclosed
- How we store your information
- Collection and use of Website visit data
- Access and updating of information
- Websites and use of “cookies”
- Third Party links
- Identifiers
- Complaints resolutions
- Security & Social Media
- Keeping in touch with fellow students
- Payment processes and Credit Card information
- How you can contact us

Laws, Legislation, Government Statistics, Acknowledgements and Declarations

All personal information that AGA collects is protected by the Privacy Act 1988 (Privacy Act). Information about the Act can be found on the website of the Office of the Australian Information Commissioner (OAIC). Under the requirements of the Australian Privacy Principles in the Privacy Act, AGA is committed to protecting the privacy of your personal information.

The Education and Training Reform Act 2006 requires AGA to collect and disclose enrolment and training related information to appropriate Government departments. The Victorian VET Student Statistical Guidelines also require AGA to provide information for statistical purposes. When Students enrol in training with AGA they will be required to acknowledge that they understand these requirements and provide declarations to that effect and that information supplied is true and correct.

What information We Collect from You

AGA will collect personal information for two main purposes:

- For Group Training employment purposes, e.g. recruiting, employing and placing of apprentices and trainees, plus;

- For Training purposes, e.g. enrolling, training, assessing and issuance of qualifications and statements for students with AGA as a Registered Training Organisation.

In providing our services we are subject to certain legislative and regulatory requirements which will necessitate us obtaining and holding personal information. This will also assist us in our ability to provide you with appropriate advice and service to meet your requirements.

The information AGA must collect as part of any enrolment process for training may be of a personal nature and can include details of educational background, employment history, current employment status, language, literacy and numeracy skills and funding eligibility.

Failure to Provide Information

Failure to provide full and complete information we request may mean that we are unable to provide you with an adequate service. Once we hold personal information, we will take reasonable steps to keep it accurate, complete and up to date.

How Your Information may be Used and Disclosed

We will only use your personal information for the main purpose listed above, i.e. Group Training employment and/or Training with AGA as the Registered Training Organisation. If considered appropriate we may also use your personal information for internal communication purposes such as sending you newsletters and other company information. If you provide your email address to us, it will not be added to a mailing list without your consent, or used for any other purpose than those specified above. All email subscriptions also allow the user to unsubscribe.

The purpose of collecting personal information during the onboarding/induction process is for employment purposes and enrolment in a training contract as an apprentice or trainee.

We will only disclose personal information to third parties carrying out functions on behalf of AGA on a confidential basis, e.g. a partner Registered Training Organisation providing training and assessment services. You should also note that information we collect from you may also be disclosed to third parties if that disclosure is required or authorised by law.

AGA is required to provide information to the State and Commonwealth Governments who may pass on this information to third party agents for apprenticeship incentive purposes.

AGA will not sell, share, rent or otherwise provide personal information to others, including people in your workplace or spouse, without your written consent. If you are under the age of 18 years your personal information, attendance details, progress and results may be disclosed to your parent/guardian.

How We Store Your Information

AGA is required to keep your records for compliance with the National Standards for Group Training Organisations. All reasonable steps are taken to ensure that information collected is kept secure and confidential. Our web environment, and databases are protected from unauthorised access using current technologies.

You should be aware that there are inherent risks associated with the transmission of information via the Internet. For those who do not wish to transmit specific information across the Internet, the Framework provides alternative ways of providing information.

For example, forms may be printed and lodged by facsimile transmission or post.

Collection and Use of Website Visit Data

AGA does not collect or record personal information, other than that you choose to provide through online enrolment requests form. Two types of online data are collected:

- Visitor logs and statistics so that we know how busy our site is; and
- Information provided by users through feedback forms on this site. If you complete a feedback form, we will collect your first and last name, organisation (if applicable), and email address.

Access and Updating of Information

You are able to access and update the personal information that we hold about you at any time. To amend personal information that AGA holds, you should contact the GTO Admin Support Team on 1300 000 242.

Our Websites – "Cookies"

A cookie is a small file placed on your computer and contains information about your visit to our website. A cookie identifies your computer to our web server when you visit the site. We do not use the cookie to collect or store personal information from you. If you do not wish to use cookies, you can adjust the settings on your browser to reject cookies or notify you when they are being used. Our site may contain links to other sites and AGA is not responsible for the privacy practices or the content of these other websites.

Third Party Links

Our websites will include third party external links to organisations that might be of use or interest to our clients (e.g. the Department of Education and Early Childhood Development, Australian Apprenticeships website). These other websites will have their own privacy policies that govern the transfer and storage of your information by the third parties that maintain them. You should be aware that we have no control over the content or function of these websites. If you have questions or complaints about these third party sites, you should contact the relevant organisation responsible for the maintenance of that site.

Identifiers

We will not adopt as our own, identifiers that you may provide to us such as Tax File Numbers and Medicare Numbers.

Complaints Resolution

We are committed to providing our employees and other parties whose personal information we hold a fair and responsible system for handling privacy issues. If you have any concerns with regard to privacy, please contact our GTO Coordinator. We will seek to address any concerns through our complaints handling process, but if you wish to take matters further you may refer your concerns to the Office of the Australian Privacy Commissioner.

Security

AGA endeavours to ensure the security, integrity and privacy of personally identifiable information of our staff, apprentices, trainees, clients, students and employers. We follow recognised industry standards to stop any unauthorised breaches of security at an internal and external level.

However, due to the open nature of the internet, there is always a risk associated with storage of online data which cannot be eliminated completely. We will use our best efforts to protect personal information from access by unauthorised third parties, however AGA cannot be held responsible for any use or misuse of personal information arising from any unauthorised breach of security.

Social Media

The normal rules associated with social media use and privacy of personal information applies. AGA does not use social media for collecting or using personal information without account holder permission.

Keeping in Contact with Fellow Students

Training participants who wish to stay in contact with other training participants are advised to collect names and contact information in person at the time of training as we do not pass on information.

Payment Processing and Credit Card Information

AGA has been enabled for secure credit card payments processing using SecurePay. All credit card and eftpos payments are in accordance with regulatory requirements and pages served by this payment method are secured by our own SSL certificate.

PCI DSS Compliant

Your credit card details are passed directly to the merchant's bank without ever being stored on either their system or this website. At no time does this site handle your money because the transaction is between you and the merchant's bank. This website securely facilitates the transaction, protecting both you and the merchant and providing detailed reporting and invoice tracking numbers.

Currency

All payments and currency values on this website are in Australian Dollars.

How you can contact us

If you have any questions or feedback about this statement or any privacy issues concerning AGA, please contact our AES Manager on 1300 000 242.