



Privacy Policy

This Privacy Policy applies to personal information collected by Pest Education Services & Training (PEST). It has been prepared to comply with the Privacy Act 1988 (Privacy Act) which is an Australian law that regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information. The Privacy Amendment (Enhancing Privacy Protection) Act 2012 introduced many significant changes to the Privacy Act, including 13 Australian Privacy Principles (APPs) that apply to the handling of personal information.

APP 1 — Open and transparent management of personal information

PEST is committed to maintaining the privacy and confidentiality of its personnel and participant records and has developed this privacy policy to:

1. Clearly communicate how we handle your personal information
2. Give students, staff and other individuals a better understanding of the sort of personal information we hold, and
3. Enhance the transparency of our operations.

Personal information is defined under the Privacy Act as information or an opinion about an identified 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.

Some examples of personal information include names, addresses, phone numbers and email addresses. The definition of personal information only relates to 'natural' persons. It does not extend to other 'legal' persons, such as companies.

APP 2 — Anonymity and pseudonymity

An individual may, in some circumstances, such as lodging a complaint, prefer to remain anonymous, or to use a pseudonym. Whilst this is acceptable, individuals should be aware that if they choose to do this, it may make investigating complaints or providing specific information impracticable, and it may lessen PEST's ability to provide its usual level of service.

APP 3 — Collection of solicited personal information

Generally, personal information is collected in order for PEST to properly and efficiently carry out its functions. PEST only collects personal information for purposes that are directly related to our functions or activities under the Vocational Education and Training Act 1996. PEST will only collect sensitive information from individuals if the individual consents to the collection, unless:

- The sensitive information is required or authorised by law,
- A permitted general situation exists,
- A permitted health situation exists, or
- The sensitive information is required for an enforcement related activity.

Under the Privacy Act, sensitive information is defined as:

- Information or an opinion about an individual's:
 - Racial or ethnic origin
 - Political opinions
 - Membership of a political association
 - Religious beliefs or affiliations
 - Philosophical beliefs
 - Membership of a professional or trade association
 - Membership of a trade union
 - Sexual orientation or practices, or
 - Criminal record

that is also personal information; or

- Health information about an individual
- Genetic information about an individual that is not otherwise health information
- Biometric information that is to be used for the purpose of automated biometric verification or biometric identification, or
- Biometric templates.

PEST uses personal information only for the purposes for which it was provided and for directly related purposes (unless otherwise required by or authorised under law). Generally, the purposes for which PEST collects personal information are when an individual:

- Submits an enrolment application relating to a course
- Submits assessments in relation to enrolled courses
- Submits an email
- Makes payment or requests a refund
- Submits a freedom of information (FOI) request via email
- Contacts PEST seeking information or advice about courses
- Submits an application for, or commences employment with PEST, or
- As an employee of pest, submits information to human resources for payment of wages or for a claim for compensation.

APP 4 — Dealing with unsolicited personal information

If PEST receives unsolicited information, it will determine if the information is required to carry out its functions. If PEST determines that the information is not required then it will destroy the information. If PEST determines that the information is required, then the information will be treated as solicited information as detailed in APP 3.

APP 5 — Notification of the collection of personal information

When collecting personal information directly from an individual, PEST will take reasonable steps to notify, or otherwise ensure that the individual is aware that PEST's privacy policy provides information about how to access and seek correction of that personal information, and about how to lodge a complaint about a breach of the APPs

If PEST collects personal information from someone other than the individual, or the individual may not be aware that the organisation has collected the personal information, such as in the case of an employer enrolling staff on a course, reasonable steps will be taken to notify the individual, or otherwise ensure that the individual is aware:

- That PEST collects or has collected the information
- Of the circumstances of the collection,
- To whom PEST may disclose the information, and
- Of the consequences of PEST not collecting the information.

APP 6 — Use or disclosure of personal information

PEST will only use and disclose personal information for the primary purposes for which it was collected unless:

- The individual has consented to the information being used for a secondary use or disclosure,
- The individual would reasonably expect pest to use or disclose the information for the secondary purpose and that purpose is related to the primary purpose, or the use or disclosure of the information is required or authorised by or under an Australian law or a court/tribunal order,
- A permitted general situation exists in relation to the use or disclosure of the information, for example, if PEST believes that the use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or
- PEST reasonably believes that the use or disclosure of the information is reasonably necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body.

PEST will only use sensitive information for a secondary purpose if it is directly related to the primary purpose.

APP 7 — Direct marketing

PEST will only use personal information for direct marketing purposes if students have nominated to subscribe to email updates during enrolment or where it could be reasonably expected that the individual would be aware that PEST would use the information in that way. Individuals who have subscribed to the email service have the 'unsubscribe' option located at the bottom of every email.

APP 8 — Cross-border disclosure of personal information

In situations where PEST may need to disclose personal information overseas, PEST will take reasonable steps to ensure that the overseas entity will comply with the APPs.

APP 9 — Adoption, use or disclosure of government related identifiers

The personal details of individuals held by the Student Identifiers Registrar will be protected by the Privacy Act 1988 (Cth). In addition, the Student Identifiers Bill 2014 will establish a confidentiality scheme for the Unique Student Identifier.

APP 10 — Quality of personal information

PEST will take reasonable steps to ensure that the personal information we collect is accurate, up to date and complete. These steps include maintaining and updating personal information when we are advised by individuals that their personal information has changed, and at other times as necessary. PEST will also take reasonable steps to ensure the accuracy and completeness of the information prior to any disclosure of the information.

APP 11 — Security of personal information

PEST takes steps to protect the personal information we hold against interference, loss, unauthorised access, use, modification or disclosure, and against other misuse. When no longer required, personal information is destroyed in a secure manner, or deleted in accordance with PEST's Records Management Policy.

APP 12 — Access to personal information

Unless PEST is authorised to refuse access to information under the Freedom of Information (FOI) Act or any applicable provisions of any law of the Commonwealth, PEST will grant an individual's request for access to the personal information that PEST holds about them.

PEST will provide a response to any request for access to personal information within 30 days. If refusing the request, PEST will provide a written statement of reasons for the refusal and remind the individual of the available complaint mechanisms. Individuals will not be charged for requests for access to their personal information. All requests are to be made in writing to PEST's Chief Executive Officer.

APP 13 — Correction of personal information

Individuals may request that PEST correct any personal information about the individual that PEST holds. PEST will only update the information if it is satisfied the information it holds is incorrect. If PEST is satisfied that an individual's personal information is incorrect, PEST will take reasonable steps to correct that information to ensure that it is accurate, up-to-date, complete, relevant and not misleading.

PEST will provide a response to any request for a correction to personal information within 30 days. If refusing the request, PEST will provide a written statement of reasons for the refusal and remind the individual of the available complaint mechanisms. Individuals will not be charged for requests for a correction to their personal information. All requests are to be made in writing to the Chief Executive Officer.

Further Information

Individuals may also make a request to PEST for access, amendment or annotation to their personal information under the FOI Act. PEST will respond to these requests in accordance with the FOI Act. If unsatisfied with the response received from PEST, an individual may seek an internal review of the FOI decision from PEST. An individual may also request that the Australian Information Commissioner review PEST's decision. In accordance with the Freedom of Information (Charges) Regulations 1982, PEST does not charge for request for, or access to personal information. All requests are to be made in writing to the Chief Executive Officer.

If you wish to lodge a complaint about how PEST handles personal information, or if they feel PEST has breached the APPs, they can contact PEST's Chief Executive Officer.

If you have any questions or complaints about privacy, confidentiality or access to your personal information, and are a member of the public, please write to PEST's Chief Executive Officer at the following address:

Mark Sheppard
Chief Executive Officer
PO Box 294
Mt Hawthorn WA 6915

Signed: Mark Sheppard
Chief Executive Officer

Dated: March 2014
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