

## YOUR PRIVACY IS IMPORTANT TO US

The people in our business, and their trust, are core to our business. It is for that reason that we are committed to protecting your privacy and any information you provide to us. The Privacy Policy is for all people who provide personal information to Gold Training or to any entity within the WorkPac Group.

From time to time, we will notify you of any changes or additions to how we handle your information. This could be when you complete an enrolment form or receive terms and conditions relating to Gold Training or one of the WorkPac Group's businesses. When you receive this further information, please consider it carefully. Please also regularly visit our policies page on our website as we will update this Privacy Policy from time to time.

## ABOUT GOLD TRAINING AND THE WORKPAC GROUP

The WorkPac Group consists of WorkPac Pty Ltd ACN 111 076 012 and any parent company, subsidiaries and any subsidiary of its parent company from time to time including any related entity or associated entity as defined by the Corporations Act 2001 (Cth) and any of our business partners. In this Privacy Policy, we refer to the Gold Training and the group as "Gold Training, "the WorkPac Group" or "we", "us" or "our".

Gold Training provides a range of training services to individuals as well as employers and employees. The WorkPac Group provides a range of services to both employers and employees including but not limited to labour hire, recruitment, training, financial services, career management and human capital solutions industries and engaging with candidates and clients for identifying employment vacancies and suitable candidates to fill those roles.

## INFORMATION WE COLLECT

We collect information about you and the interactions you have with us. This includes when you request or use our service, seek training or employment with or through us, and when you communicate with us on the phone, email, through our websites, apps and other mobile applications.

Depending on the nature of the services we provide and the type of relationship we have with you, we may collect information about your identity and contact details, your gender, your nationality and right to work in Australia, information relating to equal opportunity, your health and fitness, employment history, qualifications and related information.

If you use our website, apps, online services and other mobile applications, information about your location and activities may also be collected. Such information includes IP addresses, telephone numbers and whether you accessed third party sites. It also includes information on the volume of site visits, date and time of visits, the origin of visits, pages viewed, and the length of time spent on our site. Some of this information is collected through the use of cookies (see clause below for more information on cookies).

## INFORMATION WE COLLECT FROM OTHERS

From time to time, we may collect information about you from others. Such information might come from service providers, agents, advisers, brokers, employers and former employers or family members. For example, we may collect information about you that is publicly available from public registers, social media or made available by third parties. We may also obtain information from your emergency contact in the event of an emergency.

## SENSITIVE INFORMATION

In addition to this Privacy Policy, the Privacy Act 1988 protects your sensitive information. Sensitive information includes health information. For example:

1. information regarding pre-existing health and medical conditions and injuries,
2. information relating to equal opportunity; and
3. information relating to professional memberships.

If we need to obtain this type of information, we will collect it from you directly or if we wish to collect it elsewhere, we will ask for your consent, except where otherwise permitted by law.

## NATIONAL CENTRE FOR VOCATIONAL EDUCATION RESEARCH REQUIREMENTS

Under the *Data Provision Requirements 2020*, Gold Training is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Gold Training for statistical, administrative, regulatory and research purposes. Gold Training may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

Your Information is protected under the Privacy and Personal Information Protection Act 1988. The information requested on your enrolment form will be used for the purpose of enrolment and for statistical reporting to government agencies only. All information is kept confidential and access to this information is only available to you, and administration staff at Gold Training. If a third party requires a student information, we will obtain your written consent prior to releasing any information.

Gold Training takes all reasonable steps to protect the personal information and student submissions it holds from misuse and loss, and from unauthorised access, modification or disclosure. Gold Training is subject to auditing by Government agencies. For the purpose of these audits your training file may be given to officers from agencies such as Australian Skills Quality Authority (ASQA).

Gold Training recognises a student's right to privacy. The Gold Training Privacy Policy identifies how we handle all student information we are in the possession of. We collect and store student enrolment details and progress reports. The policy is accessible on the Gold Training website, and a hard copy may be provided to students on request.

Where State or Commonwealth funding supports training, we are obliged to submit your enrolment details for statistical purposes. The information we collect from you is protected. Personal student files will only contain information pertinent to the student's training program. The confidentiality of all personal information in our records will be protected under current commonwealth legislation governing this area.

## HOW DO WE USE YOUR INFORMATION?

We collect, use and disclose your information for a number of reasons. This includes so we can:

1. establish your identity and assess your requests for employment or services;
2. assess whether you have the right to work in Australia, if you wish to work for us;
3. assess whether you are suitable for any training or employment opportunities with Gold Training and the WorkPac Group, based on qualifications, experience, physical and mental health, among other things;
4. contact you in relation to any employment, potential employment, training, financial services or career management opportunities with Gold Training and the WorkPac Group and any of our clients;
5. enable our clients to contact you in relation to training, assignments, employment or potential employment opportunities;
6. update and maintain accurate records with respect to your current availability for training or work;
7. comply with any applicable legal obligations and assist government and law enforcement agencies or regulators;
8. provide quotes, estimates and tenders for our services;
9. administer our services and our role as an employer, including in relation to workers compensation claims;
10. manage our relationship with you;
11. manage our risks and identify and investigate any illegal activity;
12. conduct and improve our businesses; and
13. identify and tell you about other products or services that we think may be of interest to you. We may also collect, use and exchange your information in other ways where it is permitted by legislation.

## DIRECT MARKETING

We may contact you in relation to new products and services and undertake direct marketing activities from time to time. If you do not want to participate in any of those activities or do not want to receive direct marketing from us, you can tell us that you wish to opt out of these direct marketing activities by contacting us at [gt.studentadmin@goldtraining.edu.au](mailto:gt.studentadmin@goldtraining.edu.au) or by following the instructions to 'opt out' when we contact you about our new products and services.

We may also tell you other ways you can 'opt out' when we contact you about our new products and services.

## NEW TECHNOLOGIES WE USE IN OUR BUSINESS

New technologies can allow businesses and organisation's to collect and use information to get a more integrated view on the people they deal with in their business and to improve the services and opportunities that they can provide.

Gold Training and the WorkPac Group may combine information it holds with information available from a wide variety of external sources to enable use to analyse the data and find ways to improve our operations, services and opportunities.

Gold Training and WorkPac Group members may also provide reports and data insights to third parties. For example, to help them to utilise our services to their best advantage and to improve their own products, services and opportunities. If we do this, our reports and insights will be based on aggregated information and will not contain any information that identifies you.

## WHO DO WE EXCHANGE YOUR INFORMATION WITH?

### **Gold Training and the WorkPac Group**

We will exchange information between members of Gold Training and the WorkPac Group. This is largely to ensure that we may provide an integrated approach to all of our students, clients, employees and other parties with whom we engage. All WorkPac Group members may use this information for any of the purposes mentioned in clause 4.

### **Third parties**

We may exchange your information with third parties where this is permitted by law or for any of the purposes mention in clause 4.

Third parties include:

1. clients and customers of the WorkPac Group, and any of its members;
2. service providers, including those to whom we outsource certain functions such as direct marketing, document production, debt recovery and information technology support;
3. advisers and persons acting on your behalf, such as your doctor or solicitor;
4. our financiers, investors, advisers and persons who may acquire rights to our assets;
5. claims-related providers, such as assessors and investigators, who help us with claims;
6. auditors and insurers;
7. employers, former employers and potential employers;
8. government and law enforcement agencies or regulators; and
9. entities established to help identify illegal activities and prevent fraud.

### **Parents and Guardians**

If you are under the age of 16, or have special needs, we may share your information with one or more of your parents or legal guardians or any person appointed to manage your affairs.

## SENDING INFORMATION OVERSEAS

Gold Training and the WorkPac Group generally uses systems and operates within Australia. However, we may send your information overseas from time to time, including to overseas members of the WorkPac Group. We may also send information overseas to service providers or other third parties who operate or hold data outside Australia. We may also send information overseas where this is required by laws and regulations of Australia or another country.

Where we send your information overseas, we will make sure that appropriate security arrangements and data handling systems are in place. Please note that in some cases, overseas laws may apply to the data.

## HOW WE KEEP YOUR INFORMATION SECURE

We generally keep our records which contain your information on our premises and systems. Otherwise, we may keep them offsite using trusted third parties. We use a specially designed, secure database for storing your information.

When we interact with you on the internet through our website, apps, online services and mobile applications, we generally use a variety of tools and systems to protect against unauthorised persons and viruses accessing our systems. This may include encryption processes, firewalls, virus scanning tools and intrusion detection systems. We also limit access to your information by requiring use of passwords.

We generally only keep information for as long as required. For example, to be able to provide ongoing services and opportunities and to meet legal obligations and internal needs. Reasonable steps are taken to ensure your personal information is protected from misuse, loss, unauthorised access, modification, or disclosure. In the event that any personal information has been lost or subjected to unauthorised access, use, modification, disclosure or other misuse (Data Breach), Gold Training and the WorkPac Group will take all necessary steps to immediately contain and rectify the Data Breach and prevent the Data Breach from future re-occurrence. Where the Data Breach is deemed eligible and likely to result in serious harm, Gold Training and the WorkPac Group will take reasonable steps to notify you and provide you with relevant information in relation to the Data Breach.

## WHAT IF YOU WANT TO ACCESS, UPDATE OR CORRECT YOUR INFORMATION?

### Accessing your information

If you would like to access your basic information (for example, details about where you have trained or worked and your pay details), you can do this by contacting us at one of our Business Centre's, by emailing or by calling us. Our staff will then refer your request to the relevant person in our business who can assist you.

We will generally not charge you a fee for giving you access to your information. However, depending on the nature and quantity of information requested, we may require that a fee be paid to cover the time and expense we incur in locating, compiling and explaining the information you ask for. We may require this to be paid before we start compiling your information.

**If you ask for access to your information, how long will it take to be given access?**

We will make your information available as soon as possible but will try to do so within 30 days of your request. Before we give you the information, you may be required to establish your identity first.

**Can we refuse your request for access?**

In some circumstances, we may deny your request to access your information, or otherwise limit the access we provide. We will only do this where we are legally permitted to do so. In such case, we will explain our decision to you.

**Updating your basic information**

Given the type of services we provide, it is important that we have your correct details, such as your current address and telephone number. You can check or update your information at any one of our Business Centre's or by phoning us. You may also be able to do this online or through our website where our relevant Gold Training or WorkPac Group member provides those facilities.

**Can you correct your information?**

If you believe we hold inaccurate information about you or have provided to others, you can ask us to correct the information by contacting us at any of our Business Centre's or by calling us. If the information we correct has been provided by us to others, you can ask us to notify them of the correction. We will correct your information as soon as possible but will try to do so within 30 days.

**What if we disagree about whether your information should be corrected?**

If we disagree with you about whether your information should be corrected, we will let you know our reasons. If this occurs, you can ask us to include a statement with the relevant information, indicating your view that the information is for example, inaccurate, misleading, incomplete, and irrelevant or out-of-date, whatever might be the case. We will take reasonable steps to comply with such a request.

## MAKING A PRIVACY COMPLAINT

How can you make a complaint?

If you have a concern about your privacy, you have a right to make a complaint. If you make a complaint, we will do everything we can to put matters right. To make a complaint, contact our Compliance Manager on 1300 885 121 or by email [compliance@goldtraining.edu.au](mailto:compliance@goldtraining.edu.au) with details of your complaint.

**How do we handle a complaint?**

We take complaints about privacy very seriously. We will review each complaint and will try to resolve the issue as soon as reasonably possible. We will also keep you updated on your progress in fixing the problem.



## COOKIES

### What are they?

Cookies are text files that are downloaded to your computer or mobile device when you visit a website. As you browse, cookies gather information about your use of that website. They enable the site to learn your preferences and behaviour by sending the information collected back to the originating website each time you visit the site.

The aim of cookies is to enable the site to provide a more tailored experience to the user. Some types of cookies also perform essential functions to enhance the user's experience and the site functionality. There are number of different types of cookies, including session cookies, persistent cookies, first- and third-party cookies, necessary cookies, functional cookies, social and tracking cookies.

### How we use cookies

We will use a combination of the various types of cookies from time to time. Our use of cookies will depend on what part of our websites and online services you use and what functions you request of those sites and services. For example, in order to measure the effectiveness of marketing campaigns (for example, banner advertising), there may be occasions where we allow third parties to collect analytical data from our site using their cookies.

Further, we may provide website visitor usage information to third party advertising servers (such as DoubleClick™) in order to target our online banner advertising on other sites. Again, we do not allow the capture or transmission of any site usage information that can personally identify you. Please note that these cookies do not capture information that least to your personal identity being revealed.

### How to delete or block cookies

By checking your browser settings, you can control how cookies are used on your computer or device. For more information please visit the following website at <https://support.google.com/accounts/answer/61416?hl=en&co=GENIE.Platform%3DDesktop>

Note: Please note that some of the cookies we use may be essential to ensuring privacy and protection of data and functionality. If you delete or block certain cookies, your experience on our websites and services may be affected. You may discover that functionality is limited, or some parts of the website do not work at all.

## OUR CONTACT DETAILS

To contact us, you can find all our contact details on our website:

**W:** [www.goldtraining.edu.au](http://www.goldtraining.edu.au)

**P:** 1300 885 121

**E:** [gt.studentadmin@goldtraining.edu.au](mailto:gt.studentadmin@goldtraining.edu.au)