



Title:	Privacy Policy		
Title No:	101.11	Page 1 of 2	
Prepared by:	AB Compliance Administrator	Edition:	7
Approved by:	LGK General Manager	Date:	23/09/15

This privacy policy advises the type of personal information we collect and how we store and use this information. Our privacy policy complies with the national privacy principles set out in the Commonwealth [Privacy Act](#) 1988.

HOW WE COLLECT INFORMATION:

First Intervention collects personal information from students/clients, their representatives and the organisation from where they were referred to First Intervention, with the consent of the student/client.

The personal information we collect may include:

Personal details, information concerning educational achievements, information required to meet AVETMISS data collection standards, details about health that may assist support services for the purpose of training and assessment, and emergency contact information for family.

This information is collected by way of documentation submitted in hard copy or by electronic files emailed via the internet.

First Intervention takes all reasonable precautions to ensure information regardless of format is protected and remains confidential and will ensure that, except as required under law or the Standard for Registered Training Organisations, information about a student/client is not disclosed to a third party without their written consent.

HOW WE USE AND DISCLOSE INFORMATION:

As part of managing our business we may be required as a Registered Training Organisation to disclose personal information as part of a scheduled audit process in line with our regulatory obligations.

We may use personal information to inform the student/client of other services and products which we believe may be of interest or relevance.

The General Manager (who oversees all Compliancy matters) can be contacted if any student/client does not wish us to use their information for this purpose.

First Intervention may disclose some personal information to other service providers, agents and contractors from time to time in order for them to meet their requirements and obligations where the student/client has given consent.

First Intervention will not provide personal information to any other party or use this information for any other purpose than that for which it was originally intended, without consent, unless we have a legal obligation to do so or in an emergency situation where the student/client may be endangered and not able to provide consent.

We also collect certain information from visitors to our Site so we can provide students and clients with an easy and efficient experience and to help us improve and develop the services we offer. This

also helps us to provide you information that most likely meets your requirements. This includes the use of Cookies.

SECURITY:

First Intervention uses a variety of security measures to safeguard personal information and keep it secure from misuse, loss or unauthorised use. This includes the storage of all paper files in a restricted and secure area, restricting access to our administrative office areas, and the use of secure electronic databases.

First Intervention encrypts all personal information submitted to our server via industry-standard SSL. Electronic files are protected by firewalls and maintained in destinations that are password protected and frequent backups scheduled.

DISPOSAL OF RECORDS OR SENSITIVE INFORMATION:

All student records held in hard copy are disposed of by way of cross cut shredding on site where volume of documentation permits. Otherwise the task of professional shredding is outsourced to a reputable company. (e.g. <https://shredonsite.com.au/>)

The same applies to all staff or contractor records of a personal nature in accordance with the Privacy Act.

ACCURACY:

We endeavour to ensure the personal information we hold is accurate, complete and up-to-date. However, the accuracy of the information we hold depends largely on the information provided. First Intervention encourages students/clients to keep personal information accurate and up-to-date.

ACCESS:

Students/Clients have a right to access their personal information, subject to some exceptions allowed by law, and to request a change or update of their information if they consider it is inaccurate. All enquiries should be directed to the General Manager for First Intervention Pty Ltd.

In some circumstances, where the information is in the past and has been archived, First Intervention may charge a fee for the search and provision of requested information.

All considerations will be promptly addressed on an individual basis.

Please direct enquiries to:

First Intervention Pty Ltd
25 Silicon Place,
Tullamarine VIC 3043

Or via email to: info@firstintervention.com.au