



## **MBA NEWCASTLE GROUP TRAINING AND PERSONNEL MASTER BUILDERS GROUP TRAINING**

### **PRIVACY POLICY FOR APPRENTICES, TRAINEES AND CLIENTS:**

This Privacy Policy is maintained by MBA Newcastle Group Training and Master Builders Group Training (“we”, “us”, “our”, “schemes”) are committed to protecting your privacy and any personal information we collect. We comply with the Privacy Act 1988 (Cth). This privacy policy explains how we may collect, use, disclose and otherwise handle personal information.

#### **How we collect your personal information**

Generally, the type of personal information we collect about you is the information included in your application or resume, for example, your name, mailing address, telephone number, e-mail address, career history, details of any competency tests or other information relating to your career. For host builders we need business name, contact details, ABN number, trade referees and description of major work performed.

Where practical we collect your personal information directly from you. We may collect personal information about you when you deal with us by telephone, letter, fax, e-mail.

In some circumstances, we may also collect sensitive information about you such as information about your previous work history; your health (including any disability), your racial or ethnic origin or any criminal record that you may have. Where we collect this type of information we will obtain your consent. We collect personal information for any one or more of the following purposes:

- Assisting you in finding or retaining work;
- Assisting in your career performance;
- Any test or assessments you may undertake;
- Helping in work rehabilitation;
- For host builders, to provide you with the most appropriate employee.

There may be occasions when we obtain personal information about you from a third party; for example, from your nominated referees; when receiving the results of a competency test; or obtaining performance feedback about your work. If we don't have your prior consent, we will take reasonable steps to inform you that we have collected personal information.

If you do not provide us with the information we seek we may be limited in our ability to assist in your training and development.

### **Provision of personal information about another person**

You should only provide us with the personal information of another person if you have that person's express authority and consent to do so. You should also take reasonable steps to inform them of the existence of and the matters set out in this Privacy Policy. If you provide us with the personal information of another person you promise that you have obtained the authority of that person and notified that person of this Privacy Policy and we have and will rely on that promise.

### **Anonymity and Complaints**

Except to the extent required or permitted by law, you can choose to deal with us anonymously. We will do our best to action any request or complaint that you supply to us anonymously. However, without providing your identity, we may be limited in the action that we can take in relation to your enquiry or complaint.

Should you have any complaints about our treatment of your personal information please direct this by email to our Privacy Officer on: [mbagtp@mbagtp.com.au](mailto:mbagtp@mbagtp.com.au). We will treat any complaint about a breach of privacy legislation or any relevant registered code seriously, and will investigate any breach of which we become aware – including how it occurred and how best to prevent such a breach occurring again.

If you believe that we have not adequately addressed your complaint, you may complain to the Office of the Australian Information Commissioner.

### **How we use and disclose your personal information**

We may use and disclose your personal information for the purposes it was collected or for a related or ancillary purpose such as providing you with one of our services.

We may disclose your personal information to:

- Potential employers;
- Our related entities, for example, the MBA Registered Training Organisation and other MBA GTO's (NSW)
- Depending on the circumstances, to the Department of Education and Training and the State Training Authority for registration and statistical purposes;

If we engage third party contractors to perform services for us (eg. Apprentice assessments) which involves handling personal information we take reasonable steps to prohibit the contractor from using personal information except for the purposes for which it was supplied.

### **Data security of personal information**

We will take reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure. Our staff are required to adhere to and comply with our Privacy Policy. We use a range of physical and electronic procedures to ensure that privacy of personal information is safeguarded, and we periodically review and update our security measures

in light of current technologies. However, the internet is not secure and we cannot guarantee the security of any information sent to us via the internet, nor can we guarantee that our data storage measures are absolutely secure. We have appointed Privacy Officers who are responsible for the application of this Privacy Policy and to ensure that our practices, procedures and systems are applied in an open and transparent manner. The Privacy Officers can be contacted at: [mbagtp@mbagtp.com.au](mailto:mbagtp@mbagtp.com.au).

### **Notifiable Data Breaches**

We take the security of your personal and sensitive information very seriously. However, sometimes a data breach can occur. Under the Act, an Eligible Data Breach is where there is an unauthorised access or disclosure of, personal information, or loss of personal information that has the potential to cause serious harm to the individual that the data pertains to and we have not been able to prevent the likely risk of serious harm with remedial action. If we have reasonable grounds to believe that an Eligible Data Breach has occurred, we will notify you and the Office of the Australian Information Commissioner.

### **Gaining access to information we hold about you**

You can gain access to the personal information we hold about you by verbal or written request. We will deal with your request to provide information within a reasonable time.

### **Commonwealth Government identifiers**

We will not use Commonwealth government identifiers (Identifiers) as an identifier of individuals. Identifiers will only be used or disclosed in the circumstances permitted by the Act.

### **Transborder data flows**

There may be other occasions when personal information is transferred outside of Australia within our network, or such as where we engage a third party to provide services or an element of the services to you. Generally, this will occur in the provision of services to you. When transferring personal information outside Australia within our network, we will comply with the requirements of the Act that relate to transborder data flows. Where the international transfer of personal information is to countries whose privacy laws may be considered not to provide the same level of protection as Australia, our commitment to safeguard your privacy will not change and remains subject to existing obligations and this Policy.

As part of provision of the services to you we may store your personal information using servers. The personal information that you provide to us may be transferred to the servers of our software providers as a function of transmission across the internet. By providing your personal information you are consenting to that personal information being transferred to and stored on the servers as set out in this Privacy Policy.

Notwithstanding the above, for the purpose of transparency we advise that our servers are currently located in Australia. However, this location may change without prior notice to you. Your personal information may be routed through, and stored on, those servers. If the location of those servers changes in the future, we will update this Privacy Policy. We recommend that you familiarise yourself with our privacy policy regularly.

We will use reasonable endeavours to ensure that our server hosts do not have access to, and use the necessary level of protection to safeguard, your personal information and otherwise comply with the APPs. If you do not want your personal information to be transferred to a server in the location listed

in the previous paragraph or to any other international locations, you should not provide us with your personal information or use our services.

### **Keeping your personal information up-to-date**

The accuracy of your personal information is important to us. We will take reasonable steps to ensure your personal information is accurate, complete, up to date and not misleading, and also relevant for any purpose for which we use or disclose it. We also rely on you to advise us of any changes to your details, if your personal information changes please contact us and we will endeavour to update and correct the information. We may also contact you from time to time to check the information is still correct.

### **Security of your personal information**

Newcastle MBA Group Training Schemes take all reasonable steps to ensure the security of our system. Any information which we hold for you is stored on secure servers that are protected in controlled facilities. Your personal information may be stored in hardcopy or electronically. In addition, our employees and the contractors who provide services related to our information systems are obligated to respect the confidentiality and privacy of any personal information held by Newcastle MBA Group Training Schemes.

However, Newcastle MBA Group Training Schemes will not be held responsible for events arising from unauthorised access of your personal information.

### **Privacy and Site Changes**

Newcastle MBA Group Training Schemes reserves the right to review and amend this Policy without notice. This Policy was last updated in September 2023. Revised versions will be updated on the site. We encourage you to review this Privacy Statement from time to time as it may be updated.

### **Contact us**

If you have any questions about this policy, the practices of this site, or your dealings with Newcastle MBA Group Training Schemes, you can contact us in the following ways:

Email: [mbagtp@mbagtp.com.au](mailto:mbagtp@mbagtp.com.au)

Telephone: (02) 4979 0170

Post: Newcastle MBA Group Training Level One 165 Lambton Road BROADMEADOW NSW 2292 Australia

### **Provision of Copy of Privacy Statement**

If you require a hard copy of this Privacy Policy or a copy in some other format to suit your particular needs please contact us using any of the methods detailed in the "Contact us" paragraph above, and we will arrange for a suitable copy to be provided to you.