



## Workright® Australia Privacy Statement

Workright® Australia recognises the importance of customers to our business. This includes respecting the individual's right to privacy. The following information is provided in accordance with the Australian *Privacy Amendment (Private Sector) Act 2000* and *National Privacy Principles*.

Workright® Australia provides a range of training and assessment services and is registered as a training organisation to do so. As a Registered Training Organisation, we are required to comply with the Australian Quality Training Framework, which comprises a set of standards issued by the Australian National Training Authority, and we are subject to regular audits by State Registration and course accrediting bodies.

### Your personal information

Personal Information held by Workright® Australia may include your full name, date of birth, current and previous qualifications, knowledge and skills, current and previous addresses, current and previous employer organisations, occupational details, phone number, e-mail address, bank account or credit card details.

If you chose not to provide personal information, we may not be able to provide you with the training and assessment services you require.

### How we collect personal information

Workright® Australia collects information in a number of ways including:

- Directly from you when you provide information by phone or in documents when you register for training and assessment services or when you provide bank or credit card details for payment
- From your employing or sponsoring organisation when they register you for training or assessment services
- From publicly available sources of information

### How we use your personal information

Your personal information may be used by Workright® Australia for the following purposes:

- To provide you with the training and assessment services you require
- To administer and manage those services, including charging, billing and collecting debts
- To provide evidence for our own use, or other Registered Training Organisations that you have recognised qualifications or undergone training and assessment with us
- To inform you of ways our services could be improved
- To inform you of new services and opportunities for training and assessment available
- To research and develop our services

### Storage and Security

The information we collect on you is strictly confidential and procedures are in place to protect it against loss, misuse and alteration of information.

All our employees, licensed trainers and assessors, contractors or consultants, who need to come in contact with personnel information, receive appropriate training, and procedures are in place to protect your privacy.

### When we may disclose your personal information

In some circumstances we may disclose your personal information to other organisations. This may include:

- Your employing or sponsoring organisation, particularly when training is funded by them
- Our professional trainers and assessors with whom we work
- Other Registered Training Organisations
- Government and regulatory organisations, including ANTA and State Accreditation and Regulatory bodies
- Our professional advisors, including our accountants, auditors and lawyers
- Our related companies and partners
- Your representatives: eg. authorised representatives or legal advisors

### How to ensure we hold accurate information

Workright® Australia takes all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date. However, the accuracy of that information is dependent to a large extent on the information provided by you and your employing organisation. We recommend that:

- You let us know of any errors in your personal information
- You advise us of any relevant changes to personal information including your name, address or employer organisation

### You can access your personal information

You have a right of access to the personal information we hold about you. If you would like to know, contact Workright® Australia at:

**Head Office:**  
100-102 Cavan Road  
Dry Creek SA 5094

**Mailing address:**  
Post Office Box 20  
North Adelaide SA 5006

Ph: 61 8 8262 8477 (4 lines)  
Fax: 61 8 8262 8490

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