

Privacy Policy

Our enrolment and pre-enrolment processes seek personal information for the sole purpose of enrolling trainees/students in our courses.

We are committed to the protection of the right to privacy of our student/trainees, staff and other clients. Daniels Associates Privacy Policy commits us to adhering to the legislative requirements set down by the Privacy Act 1988 (Cth), including the National Privacy Principles.

The Student Records – Privacy & Access Guidelines apply to personal information collected, stored and managed by Daniels Associates for internal use, in connection with academic programs, and for the compilation of statistical reports to meet the requirements of relevant Departments of Education and Training and the Federal Department of Education and Training (www.education.gov.au) and National Centre for Vocational Education Research (NCVER) who use student data for statistical reports.

Daniels Associates stores student information in different ways, including hard copy documentation kept on individual student files and information kept electronically on the relevant student record database. We are required to keep electronic student records for 30 years under our accreditation as a Registered Training Organisation.

This information will be kept confidential and will only be accessed by Daniels Associates staff that require such access to undertake their duties.

Personal information will not be given to third parties outside Daniels Associates. The limited exceptions to this are:

- Where information is requested from an employer whom is funding a traineeship.
- Where the individual has provided written consent for disclosure.
- Where Daniels Associates is required or authorised to do so under Australian law including information to DEEWR with regards to the ESOS Act, National Code and Assurance Fund.
- Where the disclosure is judged to be in the clear interest of the individual (i.e. to prevent or lessen an imminent and serious threat to an individual's life or health).

Daniels Associates is committed to open and transparent management of student personal information. Students are entitled to access any information contained in their own Student File or on any relevant database. A student may access information by making a written request to Hospitality Institute of Australasia, Director of Operations, PO Box 738, Newcastle NSW 2300.

Daniels Associates will endeavour to acknowledge receipt of the request and provide access to personal records within 10 working days from the date the request was received. The request for access will be added to the student's file.

In accordance with National Privacy Principle 6, Daniels Associates may decline a request for access to personal information where, for example providing access would pose a serious threat to the life or health of an individual. Further information regarding the National Privacy Principles may be found on the Office of The Privacy Commissioner's website at www.privacy.gov.au

If upon receiving access to their personal information, or at any other time, a student believes that the personal information is incorrect, inaccurate or out of date, the student should advise Daniels Associates immediately so that reasonable steps may be made to correct the information.

If a student believes their personal information has not been dealt with in accordance with appropriate privacy principles they may make a complaint to Daniels Associates seeking an internal review. A request for an internal review must be in writing and must be made within six months from the date when the suspected breach occurred. Requests should be forwarded to:

Director of Operations,

Daniels Associates,

P.O Box 738 Newcastle NSW 2300.

Bruce Whiteley

Managing Director

(The) Daniels Associates of Australasia (RTO ID 30957)