



RTO Privacy Statement

Your Privacy

CHG understands the importance people place on their privacy and personal information. We take your privacy very seriously and comply with the requirements of the Privacy Act 1988 and the Australian Privacy Principles (APP's) as described in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 where they apply to our dealings with you the student.

In some cases we will be required by law to make participant information available to others such as Registering Bodies from State or Federal Government Departments. In other cases, Training Provider Agreements, such as that with Return to Work SA for the Return to Work Coordinator Course, may require us to make participant information available to others. In all other cases we ensure that we will seek the written permission of you, the participant.

The relevant Privacy Principles are summarised as:

Collection	We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.
Use and disclosure	Personal information will not be used or disclosed for a secondary purpose unless you have consented or a prescribed exception applies.
Data quality	We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
Security	We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure by restricting access to electronic files, secure storage of paper files and secure backup of data.
Openness	We will document how we manage personal information and if asked by you, we will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
Access and correction	We will endeavor to ensure that the personal information we hold is accurate, complete and up-to-date. We encourage you to contact us in order to update any personal information we hold about you. Our contact details are below. You will be given access to the information held about you, at your request. We will require you to verify your identity and to specify what information you require.
Anonymity	Wherever relevant, CHG will provide the opportunity for you to interact with us without having to identify yourself. For example, this is relevant when you complete a training feedback questionnaire, in which case your feedback can remain anonymous.
Sensitive Information	We will seek your consent when collecting sensitive information about you such as health information, or information about your racial or ethnic background.

Privacy Enquires

If you have any questions about privacy-related issues please contact training@chg.net.au or telephone (08) 8354 9800.

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