

Privacy Policy

This privacy policy (**Privacy Policy**) explains how Chambers Apprenticeship Support Australia Pty Limited (ABN 51 602 702 796) (whether we trade under the trading name 'Apprenticeship Support Australia' or another trading name) (**CASA, we, us or our**) handles and manages personal information we collect about you as:

- someone actively undertaking an apprenticeship or traineeship (**Australian Apprentice**);
- a jobseeker or program participant (**Jobseeker / Participant**), whilst we assist you to consider an Australian Apprenticeship, find employment, assist you to fill an employment vacancy;
- the parent or guardian of an Australian Apprentice or Jobseeker / Participant (**Parent**);
- the career advisor, teacher, or job-matching service provider of an Australian Apprentice (**Career Advisor**);
- a representative of an employer that employs (or is considering employing) an Australian Apprentice and/or Jobseeker / Participant (**Employer Representative**); and/or
- a visitor (**Visitor**) to any of our websites, including those which are accessible at the domain names apprenticeshipsupport.com.au (**Website**) whether or not you are also an Australian Apprentice, Jobseeker / Participant, Parent, Career Advisor or an Employer Representative.

By using any Website and/or providing us with any personal information (whether your own or that of another individual) you agree that you are 15 years of age or older and you consent to our collection, use and disclosure of any of your sensitive information as noted in this Privacy Policy. If you are under 15 years of age, you cannot use any Website or provide us with any personal information until your Parent agrees to this, after having read this Privacy Policy, on your behalf.

If you give us the personal information of another person, you promise that you have already told them that you are doing this, shown this Privacy Policy to them and that you have their permission to provide their personal information to us.

1 What personal information we collect and how

We collect personal information (including the sensitive information noted below) about you when:

- you complete an expression of interest, website enquiry, application or registration form including information that forms part of the administration of the Training Contract to establish an Australian Apprenticeship, Trade Support Loans, the Australian Apprenticeship Incentives Program, and the Australian Apprenticeship Incentive System (whether online or hard copy);
- we record the details of and/or take a scan/photocopy of a document demonstrating your qualifications (e.g., a certificate or testamur);
- we record the details of and/or take a scan/photocopy of your photo identification;
- you register for an event or webinar or give us your business card;

- you contact us to ask a question or get information (although you can ask some general questions anonymously or using a pseudonym if you wish);
- you participate in a survey or competition;
- you submit personal information via any Website;
- someone requests our services on your behalf; and/or
- as an Australian Apprentice, we search for information about you in government databases. Noting that this Privacy Policy applies to ASA's creation and administration of records and does not cover any State, Territory or Australian Government-owned database to the collection and use of personal information.

You are advised to contact the relevant government agency for a copy of their privacy policy and details. Further details on the collection, use and disclosure of information is contained in your Training Contract Declaration.

We mostly only collect personal information directly from you. However, we may collect personal information from someone else where:

- you are an Australian Apprentice or a Jobseeker / Participant, you submit a form to the Australian Government Department of Employment and Workplace Relations (**DEWR**) or another Federal, State or Territory government agency and we are sent a copy in our role as an Australian Apprenticeship Support Network (**AASN**) provider, also referred to as an Apprenticeship Network Provider (**ANP**);
- a Registered Training Organisation, Group Training Company, Employment Services provider or referrer provides us with your personal information;
- you are an Australian Apprentice, or a Jobseeker / Participant and your Parent, Career Advisor or Employer Representative gives us your personal information on your behalf; and/or
- you are an Employer Representative and your employer and/or Australian Apprentice gives us your personal information

1.1 For Australian Apprentices and Jobseekers / Participants

If you are an Australian Apprentice or a Jobseeker / Participant, we collect your personal information (including sensitive information detailed below) about you including:

- your name, date of birth, country of birth and gender;
- contact information such as your address, email address and phone number;
- Sight or obtain one photo ID or two other forms document the ID number in the Training Contract. Identification may include License, Medicare, Birth Certificate, Bank Card, Passport, School Card;
- background and profile information including your employment status, current and past positions, career, and school history, and any related information;
- any disabilities you have;
- citizenship, residency status, race, origin, and language/s spoken;
- whether you are of Aboriginal or Torres Strait Islander origin;
- financial information including information personal income, wage information, receipt of other Government benefits and payment information (e.g., bank account details);
- education information including your educational background and qualifications; and

- your Tax File Number (**TFN**) and Unique Student Identifier (**USI**).

In certain circumstances, especially when assisting you or your employer in relation to various government programs we may also collect your health information and medical practitioner reports (**Health & Medical Reports**) about you.

1.2 For Parents

If you are a Parent, we collect your personal information (in addition to what we collect from you about your child as an Australian Apprentice) including:

- your name; and;
- contact information such as your address, email address and phone number.

1.3 For Career Advisors

If you are a Career Advisor, we collect your personal information including:

- your name;
- contact information such as your address, email address and phone number; and
- business references.

1.4 For Employer Representatives

As an Employer Representative we collect your personal information including:

- your name;
- contact information such as your address, email address and phone number;
- information about employment and training at your company (which sometimes includes personal information); and
- business references.

1.5 For Visitors

As a Visitor we collect your contact details (i.e., name, email address and phone number) (i.e., your personal information) if:

- you provide to it us via a Website (i.e., entering information into a form or contacting us via a Website);
- you enter and/or participate in a survey or competition of ours; and/or
- if you otherwise contact us by phone, email, or mail.

We may also collect personal information using cookies (explained Section 7: Website analytics and cookies section below).

2 How we use your personal information

In addition to the specific information below for Australian Apprentices, Jobseekers / Participants, Parents, Career Advisors, Employer Representatives and Visitors, we may use your personal information for other purposes as permitted or required by law.

2.1 For Australian Apprentices and Jobseekers / Participants

We use your personal information (including sensitive information) detailed above to:

- provide you with information about our various products and services;

- give you career advice and information about apprenticeships, traineeships and related activities, programs and/or services that may be of interest to you;
- supply products and services to you;
- prepare and deliver documents to you as required for our administration of the Training Contract, Trade Support Loans, Australian Apprenticeships Incentives Program, and the Australian Apprenticeships Incentive System
- collect and recover money you owe us;
- verify your identity;
- assist to you get financial assistance that may be available to you;
- to process payments, fees, and charges for our programs; and
- to administer your account with us and for us to generally undertake our day-to-day business related to you.

We use your TFN to assist you to access apprentice payments under the Australian Apprenticeship Incentive Program and the Australian Apprenticeship Incentive System, Trade Support Loans, and your USI for the completion of the Training Contract.

We use your Health & Medical Reports to support applications for funding under and in relation to audits carried out for Federal, State and Territory government-funded programs. We may use health (including disability) information about you in connect with the Disabled Australian Apprentice Wage Support (DAAWS) program.

2.2 For Parents and Career Advisors

We use your personal information to:

- provide you with information about our various products and services;
- request your signature so that your child can participate as an Australian Apprentice and/or Jobseeker / Participant; and
- advise you as to how you can assist your clients, students, or child in their career planning.

2.3 For Employer Representatives

We use your personal information for the purpose of providing products and services (including suggestions of Australian Apprentices) to your employer, in particular:

- information about our products and services; and
- to process payments from and fees and charges for your employer.

2.4 For Visitors

We use your personal information to:

- respond to your queries and any complaints;
- send you marketing communications as described below in Section 4;
- tailor our products and services to your needs; and
- conduct surveys and competitions.

3 How we share your personal information

We share your personal information with our owners, NSW Business Chamber Limited (ABN 63 000 014 504), the Victorian Chamber of Commerce and Industry (ABN 37 650 959 904) and the Chamber of Commerce and Industry of Western Australia Limited (ABN 96 929 977 985) (together, the **Joint Owners**) and their related entities for the purposes of delivering Australian Apprenticeship Support Network (AASN) services pursuant to our binding contractual agreement with Department of Employment and Workplace Relations (**DEWR**). Please read the privacy policies of each of the Joint Owners for more information as to how each of them handles your personal information.

We also share your personal information (and, where relevant, sensitive information) with:

- Department of Employment and Workplace Relations (DEWR) whose privacy policy is accessible at www.dewr.gov.au to do with our role as an AASN provider / ANP, including for program administration, monitoring, and evaluation purposes;
- our professional advisors (e.g., accountants, auditors, and lawyers);
- persons you have authorised to receive information we hold about you (including our business partners and sponsors);
- a party to a transaction involving the sale of our business or any of its assets;
- Registered Training Organisations and non-government education authorities (e.g., the National Centre for Vocational Education Research); and
- other entities as required or authorised by law to do so, including Services Australia (including Centrelink), the Australian Taxation Office and State and Territory government agencies.

We may also disclose your personal information to verify your identity using Government databases.

A number of third-party service providers support us in providing services to you and we will share your personal information with them to assist us to perform one or more of the purposes set out in this Privacy Policy and, in particular JobReady Tech Pty Ltd (ABN 47 082 572 192), which operates the 'Ready Apprentice' platform used by AASN providers / ANPs, of which we are a provider.

We only share personal information to third parties we have a binding agreement with. We make sure those third parties take your privacy as seriously as we do.

We do not share your personal information to overseas recipients. Our third-party service providers are headquartered or have their data centres located in Australia.

4 Marketing communications

Our Website offers functionality allowing you to opt in to receive marketing communications relevant to you. We will only send you marketing communications that you have chosen to receive and by the means (e.g., email) that you choose to receive them. If you change your mind, you have the option to unsubscribe.

5 Updating and/or accessing your personal information

Subject to certain exemptions, you have the right to request access to and/or correction of your personal information at any time by contacting us using the contact details below in *Our contact information*. There is no charge for making such a request, but we may charge a reasonable fee for responding to a request. We will respond to your request within thirty (30) days

of receiving it. If we will not or cannot fulfil your request for any reason, we will write back to you and explain why.

6 Security of your personal information

Unfortunately, no data transmission over the internet can be guaranteed to be 100% secure. As a result, while we take reasonable steps to protect your personal information including the use of encryption of in-transit data and at rest (i.e., once we receive it), regular software patching and logging of system access we cannot guarantee or warrant the security of any personal information you transmit via the internet.

7 Website analytics and cookies

Whenever you visit a Website our systems will automatically record, and we can see certain technical information including your IP address. Most of this technical information is not personal information.

Information may be collected through the use of "cookies" on our Website. Cookies are small text files that a website can use in order to recognise visitors who revisit a website so as to facilitate their ongoing access to and use of the website. They enable usage behaviour to be tracked and aggregate data to be compiled that would facilitate more targeted advertising and improved content. Typically, cookies involve the assigning of a unique number to the visitor. You can prevent the use of cookies by setting up your web browser to block them.

8 Changes to this Privacy Policy

We may, from time to time, update this Privacy Policy so please ensure you read it periodically to check for any changes. If any changes are significant or substantial, we will either let you know in writing or post a message to that effect on our Websites.

Your continued use of any Website, requesting or continued use of our services or the provision of your further personal information after this Privacy Policy has been revised will be your deemed acceptance of the revised Privacy Policy.

This Privacy Policy was last revised on 7 June 2023.

9 If you have a privacy complaint and procedures that we follow

9.1 How to make a privacy complaint

If you wish to make a complaint about an alleged breach of this Privacy Policy or the Privacy Act by us that has impacted you as an individual you can contact us using the contact information in Section 10 (*Our contact information*) below.

9.2 Information to include in your privacy complaint

You will need to provide us with sufficient detail regarding your complaint and any supporting evidence in order for us to investigate your complaint. We prefer complaints in writing but also note other ways you can complain to us below. We suggest, however you make a complaint, that your privacy complaint:

- explain what happened, when and how it came to your attention;
- refer to specific breaches of one or more of the Australian Privacy Principles; and
- outline the outcome you seek.

9.3 What CASA will do on receipt of your privacy complaint

On receiving a verbal complaint, the Privacy Manager will encourage you to submit the complaint in writing. If you do not want to, the Privacy Manager will record your verbal complaint in writing and take your contact details.

Our Privacy Manager will investigate the issues and determine the steps to be taken to resolve the complaint. We will confirm receipt of your privacy complaint within five (5) business days of receiving it. We will also notify you in writing if we require any additional information and also of the outcome of our investigation within twenty (20) business days of receiving your privacy complaint. If we have not finished investigating your privacy complaint within twenty (20) business days, we will give you an update on the progress of the investigation within twenty (20) business days.

Our Privacy Manager must also:

- document the investigation process in writing;
- provide you with information on how to make a complaint to the Australian Information Commissioner (**OAIC**) if you are not happy with the outcome of our investigation; and
- liaise with other people as required to investigate and respond to the complaint.

9.4 What to do if you are not happy with the outcome of CASA's investigation

If you are not happy with the outcome of our investigation of our complaint, you may complain to the Office of the OAIC whose contact details (and further information) can be obtained from the OAIC website at www.oaic.gov.au.

10 Our contact information

Any queries about this Privacy Policy, correction or access requests or privacy complaints should be addressed to:

Privacy Manager
 Chambers Apprenticeship Support Australia Pty Ltd
 Level 7, 8 Chifley Square, Sydney NSW 2000
info@apprenticeshipsupport.com.au
 02 9466 4222