

AUSTRALIAN PRIVACY PRINCIPLE 5

As your Apprentice Connect Australia Provider of choice, we may be required to collect and store personal information from you.

This information could include your name, current and previous addresses, telephone numbers, email addresses, as well as details of transactions (claims) we have processed for you.

Information collected will be used for program administration, monitoring, evaluation and calculating payment eligibility for both employers and Australian Apprentices.

We are required to meet all legal obligations regarding the privacy and confidentiality of your personal information as outlined in the *Privacy Act 1988* (Privacy Act) and the *Australian Privacy Principles* (APPs).

Notification of the collection of personal information

In accordance with Australian Privacy Principle 5, Apprenticeship Support Australia is required to take reasonable steps to notify you regarding:

- The contact details of the Representative collecting your personal information
- When and why we have collected your personal information
- Whether the collection is required or authorised by law
- The consequences if personal information is not collected
- Disclosures of personal information to third parties or collection of personal information from third parties
- Information about our Privacy Policy including how you can access or correct your personal information and who to contact regarding a suspected breach of our Privacy Policy
- Whether we are likely to disclose personal information to overseas recipients, and if practicable, the countries where they are located

These steps must be taken before, or at the time we collect your personal information or as soon as practicable after collection.

When and how we notify you that we have collected your personal information depends on:

- The sensitivity of the information collected
- Possible adverse consequences of collection
- Any individual communication requirements you may have
- The practicality involved in notifying you

There are certain times we may not take steps to notify you that we've collected your personal information. This may be the case when:

- You're aware that we'll be collecting this information (e.g. when entering into a Training Contract, completing a Claim application, etc.)
- We collect personal information from you on a regular basis

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 Services pursuant to our binding contractual agreement with The 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:

- The Department of Employment and Workplace Relations (DEWR) (whose privacy policy is accessible at <https://www.dewr.gov.au/about-department/resources/dewr-privacy-policy>) to do with our role as a Provider, 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, and the National Centre for Vocational Education Research (NCVER);

- Documents created by us containing personal information will be given to the Department of Employment and Workplace Relations (DEWR) at the end of the provision of support services; and these documents will not be used by DEWR without your written consent.

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 ReadyTech EWP Pty Ltd (ABN 47 082 572 192), which operates the 'Ready Apprentice' platform, 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.

What if we breach this Policy?

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 on the below:

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

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 above. We will require information from you to:

- 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.

Further information

For more information about the collection, privacy or storage of personal information, contact Apprenticeship Support Australia on **1300 363 831** or email info@apprenticeshipsupport.com.au

This information is provided as a guide only and is subject to change without notice. Information is current at time of printing.