

Address: PO Box 70, Blaxcell NSW 2142**Website:** www.iame.com.au/training-education | **Email:** training@iame.com.au | **Phone:** (02) 9782 1100

PO-10 PRIVACY POLICY

1. Purpose and Scope

The Institute of Automotive Mechanical Engineers (IAME), as a Registered Training Organisation (RTO No. 90409), is committed to the protection of privacy in compliance with the **Privacy Act 1988 (Cth)**, including the **Australian Privacy Principles (APPs)**, and all other relevant State and Federal legislation.

This policy applies to all IAME RTO employees, contractors, students, and third parties (if approved), who have access to or handle personal information. It forms part of IAME RTO's broader **Quality Management System (QMS)** and interlinks with related policies, in particular the **PO-44 Confidentiality Policy**, the **PO-53 Misconduct Policy**, and the **SP-05 Digital Marketing Accessibility and Compliance Statement**.

2. Definitions

- **Personal Information:** Any information or opinion about an identified individual, or an individual who is reasonably identifiable.
- **Sensitive Information:** Includes information or opinion about an individual's racial or ethnic origin, political opinions, religious beliefs, sexual orientation, or health.
- **Consent:** Informed, voluntary, and current agreement by the individual.
- **Data Breach:** Unauthorised access, disclosure, or loss of personal information.

3. Collection of Personal Information

The IAME RTO collects personal and sensitive information for legitimate educational, training, employment, and business purposes including but not limited to:

- Enrolment in training programs
- Delivery of training and assessment services
- Compliance with national regulatory requirements
- Government data reporting obligations (AVETMISS, NCVER, ASQA)
- Evidence of competency under the **Standards for RTOs 2025**

Information may be collected via:

- Application for Enrolment forms
- Online platforms and portals
- Email or other correspondence
- Photo and video evidence submitted as part of assessment or practical activity

Collection of evidence including **photos and videos** is required to demonstrate vocational competency under **SRTO 2025**. This will always occur with learner consent and in accordance with privacy protections. Learners and staff must take care to avoid capturing individuals without permission in backgrounds of evidence submissions.

This policy must be read in conjunction with the **PO-44 Confidentiality Policy**, and any violation or misuse of personal information is subject to disciplinary action as outlined in the **PO-53 Misconduct Policy**.

4. Use and Disclosure of Personal Information

The IAME RTO only uses or discloses personal information:

- For the primary purpose it was collected
- Where required or authorised by law
- Where disclosure is reasonably necessary for enforcement-related activities
- With the individual's consent

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In certain cases, student information may be disclosed to:

- ASQA, NCVER, or other regulators
- Employers or workplace supervisors (where applicable)
- Industry licensing bodies
- Government departments (e.g., Department of Employment and Workplace Relations)

All staff and contractors are bound under the Confidentiality and Non-Disclosure Policy, and are prohibited from using personal data for unauthorised or non-work purposes. Any breach will be reported under the Misconduct Policy and addressed in accordance with the disciplinary procedures therein.

5. Data Quality and Security

The IAME RTO takes all reasonable steps to ensure that personal information collected, used, or disclosed is:

- Accurate, complete, and up to date
- Protected from misuse, loss, unauthorised access, modification or disclosure

Security measures include:

- Password-protected systems
- Secure cloud storage with access control
- Physical file security
- Cyber Security controls (see: **PO-31 Cyber Security and ICT Policy**)
- Regular data audits and backups

In the event of a data breach, IAME will comply with the Notifiable Data Breaches Scheme under the Privacy Act and notify affected individuals as well as the OAIC (Office of the Australian Information Commissioner), where required.

6. Access and Correction

Individuals have the right to access and correct their personal information held by the IAME RTO. Requests must be submitted in writing to the RTO CEO/HMA or Director.

Requests may be denied in limited circumstances, such as:

- Threat to the life or health of an individual
- Unreasonable impact on the privacy of others
- Where the request is frivolous or vexatious
- Where disclosure is unlawful

Where correction is refused, The IAME RTO will provide written reasons and information on appeal processes.

7. Anonymity and Pseudonymity

Where lawful and practicable, individuals may interact with the IAME RTO anonymously or by pseudonym. However, full identification will be required for enrolment, assessment, certification, and government reporting compliance.

8. Photographic, Audio, and Video Evidence

In accordance with **SRTO 2025**, the IAME RTO is required to retain visual and audio evidence of competency.

- All media is captured with consent and must adhere to this Privacy Policy.
- Assessors must avoid inadvertently recording other students or staff.
- Any use of such media outside its intended assessment purpose will constitute a breach under the **PO-53 Misconduct Policy** and the **PO-44 Confidentiality Policy**.

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9. Complaints and Misconduct

Any concerns regarding privacy, data handling, or breaches must be raised with the RTO CEO/Director or HMA.

- Complaints will be handled in accordance with the **PO-11 Complaints and Appeals Policy**.
- Alleged misuse or abuse of private information, improper photo/video handling, unauthorised disclosure, or tampering of digital evidence will be treated as serious breaches and dealt with under the **PO-53 Misconduct Policy**.

10. Retention and Disposal of Personal Information

Personal and sensitive data is retained in accordance with the **PO-28 Records Management Policy** and aligned to State and Federal retention guidelines.

Secure disposal methods are used when personal information is no longer required, including: **PO-33 Records Destruction Policy**.

- Secure shredding of hardcopy records
- Permanent deletion from digital systems
- Revocation of third-party access rights

11. Policy Review and QMS Integration

This Privacy Policy is subject to regular review in line with changes to legislation, regulatory requirements (e.g., ASQA, NCVER), and organisational needs.

It is embedded within the IAME's RTO **Quality Management System (QMS)** and forms a core part of compliance obligations alongside the following:

- **PO-44 Confidentiality Policy**
- **PO-53 Misconduct Policy**
- **SP-05 Digital Marketing Accessibility and Compliance Statement**
- **PO-31 Cyber Security and ICT Policy**
- **PO-15 Trainer Continuing Professional Development (CPD) Policy**
- **PO-27 Assessment Validation Policy**

12. Monitoring and Review

The policy will be reviewed annually to ensure alignment with regulatory requirements and industry standards.

Document Control Information and History				
Version	Date	Created / Modified	Created by	Approved by
V1.0	22/07/2025	Created	Peter Blanshard Chief Executive Officer – IAME / RTO	Jeffrey Richards Chairperson: IAME Board of Directors

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