



Privacy Policy

East Coast Apprenticeships is a Group Training Organisation which means that apprentices and trainees are employed by East Coast and are placed with Host Employers. Host Employers provide the Apprentice or Trainee with training in their chosen trade. Our core business is Group Training with a focus on traditional trade apprentices. Our other activities include employment services and developing unique training initiatives for industries (programs).

East Coast Apprenticeships' Privacy Policy is available on our [website](#).

East Coast Apprenticeships is an 'APP entity' as defined in the *Privacy Act 1988* which means that East Coast Apprenticeships must comply with Australian Privacy Principles contained in the *Privacy Act 1988*. A copy of the APP entities can be found on the Office of the Australian Information Commissioner ([OAIC](#)) website.

Personal information is defined in the *Privacy Act 1988* as information or an opinion about an identified individual, or an individual who is reasonably identifiable.

East Coast Apprenticeships will endeavour to keep any and all personal information that is shared with us confidential, and will only use the information for the purposes for which it was collected.

This Privacy Policy will be reviewed every 3 years.

The Kinds of Personal Information that East Coast Apprenticeships Collects and Holds

- Applicant
 - personal information (name, dob, address, phone, email, resume)
 - some applicant's academic history
 - testing results
- Apprentice / Trainee
 - personal information (name, dob, address, phone, email, next of kin details, resume)
 - academic history
 - employment records (including pay details, appraisals, warnings)
 - testing results
- Host Employer
 - personal information (name, address, phone, email)
 - bank account / credit card details
 - payment history



- Corporate Staff
 - personal information (name, dob, address, phone, email, next of kin details)
 - academic history
 - employment records (including pay details, appraisals, warnings)
- Accounts Payable
 - personal information (name, address, phone, email)
 - bank details
 - payment history
- Program Participant
 - personal information (name, dob, address, email, resume)
 - academic history

How Personal Information is Collected

- Applicant
 - online registration & testing
 - interviews
 - references
 - resumes
- Apprentice / Trainee
 - face to face
 - over phone
 - email
 - forms
 - timesheets (including messages to office)
- Host Employer
 - Host Employer Agreements
 - face to face
 - over phone
 - email
- Corporate Staff
 - during induction
 - face to face
 - over phone



- email
- forms
- Accounts Payable
 - invoices
 - account applications
- Program Participants
 - application
 - induction
 - face to face
 - over phone
 - email

How Personal Information is Stored

- All hard copies of personal information are kept in filing cabinets in restricted areas (corporate staff access only)
- All electronic information is held on a computer network that requires passwords (issued by East Coast Apprenticeships) to access.
- All computer programs that contain personal information requires a separate password to access the program.
- All hard copies of personal information that is archived are stored in our storage shed that is securely locked. The archived documents are locked in separate section (which only East Coast Apprenticeships has key, our landlord does not have a copy of this key) within the shed

The Purposes for which Personal Information is Collected, Held, Used and Disclosed

- Internally information is used
 - to recruit apprentices / trainees
 - to arrange and monitor on-the-job and off-the-job training for completing apprenticeships / traineeships
 - to maintain employee records
 - for financial transactions
 - to run programs
- Information we disclose to other entities
 - Apprentice / Trainee information



- Host employers are usually supplied apprentice / trainee name and phone number, as well as a brief summary of their work / academic history
- RTO is usually supplied apprentice / trainee name, phone number, date of birth, and email address (NB the AASN will usually supply these details to the RTO listed in training contract)
- AASN will collect all the personal information of apprentices / trainees when completing the training contract, this information is shared with Department of Employment, Small Business and Training
- Updated personal details will be forwarded to the AASN to update Department of Employment, Small Business and Training records
- Host Employer Details
 - Apprentices / trainees are usually supplied Host Employer name, phone and business address
 - RTO may be supplied Host Employer name, phone and address if the RTO needs to arrange the signing of a training plan, or if the RTO needs to deliver training on site
 - AASN or Department of Employment, Small Business and Training will usually be supplied Host Employer name on the training contract
 - AASN or Department of Employment, Small Business and Training may be supplied Host Employer phone number or address if they need to arrange signing of the training contract, or to conduct their statutory apprentice visits
- Personal information may be shared with other entities if required by law

How an Individual may access their Personal Information and Seek Correction of it

Individuals have a right to request access to personal information East Coast Apprenticeships holds about them. Individuals have the right to request personal information to be corrected

If an individual wishes to access their personal information, they must request access via the Employment Services Manager (brisbane@ecapprenticeships.com.au). Upon receiving a request, the Employment Services Manager will discuss and determine with the individual the most effective and efficient way in which the individual will have access to the information, while still maintaining confidentiality of all other records. If the individual seeks correction of personal information, they must request this via the Employment Services Manager as well, who will arrange for the correction accordingly.

How You Can Complain if East Coast Apprenticeships Breaches the APPs

All complaints must first be made to East Coast Apprenticeships via the Operations Manager (brisbane@ecapprenticeships.com.au)



- The complaint should be in writing detailing:
 - contact details of complainant
 - details of the breach
 - the remedy they are seeking for the breach

The Operations Manager will investigate if a breach has occurred. If a breach is deemed to have been made, the Operations Manager will determine the appropriate remedy for the breach

If after sending a complaint to East Coast Apprenticeships, you are not satisfied with the outcome, you may make a complaint to the Office of the Australian Information Commissioner (OAIC).

East Coast Apprenticeships is Unlikely to Disclose Personal Information to Overseas Recipients

East Coast Apprenticeships maintains relationships with SkillsSource BC in Canada, and with the government of Nauru; however, there would be no instance of East Coast Apprenticeships sharing any personal information of our applicants, apprentices / trainees, Host Employers, Corporate Staff or accounts payable with these entities or countries without the express written consent of the individual.

The only information East Coast Apprenticeships would share with these entities or countries is statistical or generalised information.