



PROTECTING YOUR PRIVACY

SAFEGUARDING YOUR PERSONAL INFORMATION

OUR PRIVACY STATEMENT

VERTO is committed to protecting your privacy and the privacy of the personal information you provide. We collect a range of information to ensure our services meet your needs and to meet our contractual obligations with the government bodies that fund our services.

Depending on the services you access, your personal information may assist us to help you secure employment, training, and access advice and support. This information also ensures accurate records are kept regarding your apprenticeship, traineeship, assessment or training courses.

We abide by the Privacy Act 1988 including the 13 Australian Privacy Principles (APPs) as outlined in the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

VERTO only collects information necessary to deliver services to you and commits to use this information solely for the purposes contained in the Privacy Collection Notice provided and explained to you upon enrolment, entry or registration.

All personal and sensitive information is securely stored and we will seek your written permission before sharing this information. Please note that if VERTO is required by law to release information about you, we must co-operate fully.

WHEN DO WE COLLECT YOUR INFORMATION?

- Upon enrolment, registration, sign-up or entry into a program or course.
- During your participation in our programs and training, including assessment results, employment history and other personal data disclosed by you.
- When you send us an email, your email address and information included in the email are collected.

WHAT HAPPENS IF YOU DO NOT PROVIDE INFORMATION AS REQUESTED?

You may choose not to provide us with information, however it may effect our ability to deliver services to you.

WHO DO WE DISCLOSE YOUR PERSONAL INFORMATION TO?

If we need to disclose your personal information to a third party you will be asked to sign a Privacy Collection Notice and Consent to Release. Only relevant information will be released. Training or Tenants' Advice and Advocacy Service information may be released for statistical and/or state and national reporting purposes.

HOW DO WE KEEP YOUR INFORMATION SECURE?

- Documents containing personal information are kept in locked cabinets or in secure, access controlled offices.
- Computer systems are password protected.
- VERTO staff comply with employee confidentiality agreements.

HOW CAN YOU ACCESS OR UPDATE YOUR PERSONAL INFORMATION?

Please contact our Privacy Officer if you would like to access, update or you have any concerns about our management of your personal information.

Write to:

**The Privacy Officer,
VERTO**

**PO Box 1481
Bathurst NSW 2795**

Or phone **1300 4 VERTO**

If you have a privacy complaint you may also contact the Australian Privacy Commissioner at the Office of the Australian Information Commissioner (OAIC).

Phone **1300 363 992** or email **enquiries@oaic.gov.au** or visit **www.oaic.gov.au**



VERTO has been certified by BSI to ISO 9001 Quality Management under certificate number FS 607081

**VERTO'S PRIVACY
POLICY IS AVAILABLE
AT VERTO.ORG.AU**