



Privacy Policy

Policy Statement

Personal information means information or an opinion, whether true or not and whether recorded in a material form or not, about an individual who is either identified or reasonably identifiable.

Kristella Training Pty Ltd and DRV4LYF Driving School (**KT/DRV4LYF**) are bound by the National Privacy Principles contained in the Commonwealth Privacy Act 1988 and Australian Privacy Principles (2014) for the collection, use and storage of this information.

This policy outlines how **KT/DRV4LYF** collects, manages, uses, discloses, protects, and disposes of personal information in accordance with the thirteen Australian Privacy Principles (APPs) outlined in Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012. We are also required to comply with more specific privacy legislation in some circumstances, such as applicable State and Territory health privacy legislation, the Spam Act 2003 (Cth) and the Do Not Call Register Act 2006 (Cth). As part of our continuous improvement program, we will review and update this Policy to take account of new laws and technology, changes to our operations and practices and to ensure it remains appropriate to the changing education and training environment.

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| <p>Collection</p> | <p>Under the Data Provision Requirements 2012, KT/DRV4LYF is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).</p> <p>KT/DRV4LYF will collect only the information necessary for one or more of its functions. The type of personal information collected will depend on the type of engagement an individual has with our organisation, and may include:</p> <ul style="list-style-type: none"> • The individual’s name, date of birth and gender; • Citizenship status; • Driver’s license and/or passport details; • Contact details (address, email, phone); • Prior education and qualifications;. <p>To help us improve our services, we may collect your responses to surveys and details about how, when and why you access our services.</p> |
| <p>Our method of collection of personal information</p> | <p>We will collect personal information by lawful and fair means as required by the Privacy Act. We will also collect personal information directly from you where this is reasonable and practicable.</p> <p>Information is collected directly from you by way of forms completed by the individual, interviews, telephone calls, face-to-face meetings, and/or responses to surveys conducted by our organisation. Personal information is collected only with the individual’s consent, and they will also be told the purposes for which the information is collected and used.</p> |
| <p>Sensitive information</p> | <p>KT/DRV4LYF will seek the consent of an individual when collecting sensitive information about their health, racial/ethnic background, or criminal record.</p> |

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| | <p>Sensitive information may be collected only when it is necessary for purpose of looking after the individual's ability to sit for aa P test to ensure we discharge our duty of care.</p> |
| <p>Use and Disclosure</p> | <p>We will use personal information provided by an individual for the primary purpose of collection. This will generally include:</p> <ul style="list-style-type: none"> • Verification of the individual's identity; • Relevant information provided to our Trainers, Assessors and administrative support staff for the purpose of looking after the individual's educational well-being to ensure we discharge our duty of care. <p>KT/DRV4LYF may also need to disclose an individual's personal information to:</p> <ul style="list-style-type: none"> • Motor Vehicle Registry • Keys2Drive • Other organisations that will be funding the training <p>KT/DRV4LYF does not disclose personal information other than for the purpose for which it was collected. Personal information will not be used or disclosed for a secondary purpose unless the individual has consented, or a prescribed exception applies. In circumstances where an individual has consented to receive communication for the purposes of direct marketing regarding the services we offer, the individual can easily choose to opt out of receiving these communications by informing us directly or using the unsubscribe process.</p> <p>Your personal information (including the personal information contained on enrolment form and your training activity data) may be used or disclosed by KT/DRV4LYF for statistical, regulatory and research purposes. KT/DRV4LYF may disclose your personal information for these purposes to third parties, including:</p> <ul style="list-style-type: none"> • Employer – if your employer is funding the training; • Commonwealth and State or Territory government departments and authorised agencies eg MVR; • administering VET, including program administration, regulation, monitoring and evaluation. <p>If you would like to seek access to or correct your information, in the first instance, please contact KT/DRV4LYF using the contact details listed below.</p> <p>At any time, you may contact Kristella Training via email at the following address, ktistellatrg@gmail.com, to:</p> <ul style="list-style-type: none"> • request access to your personal information • correct your personal information |

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| | <ul style="list-style-type: none"> • make a complaint about how your personal information has been handled • ask a question about this Privacy Notice. <p>Where KT/DRV4LYF have your express or implied consent, or where we are otherwise permitted by law, we may use your personal information to send you information about the services we offer, as well as other information. We may send this information by mail, email, SMS and telephone. You can opt out of receiving these communications at any time by contacting us directly or by using the unsubscribe facility that we include in our commercial electronic messages.</p> <p>KT/DRV4LYF does not sell its lead lists to third parties for marketing purposes.</p> <p>KT/DRV4LYF does not disclose personal information to overseas recipients. While people around the world can access material published on our website, no statistical or research publications contain identifiable personal information.</p> <p>If you post comments or otherwise communicate publicly with other users via our website, any information about yourself that you include in the communication may be stored on the website and accessed by other users. For this reason, we encourage you to use discretion when deciding whether to post any information that can be used to identify you.</p> <p>KT/DRV4LYF with your permission will post your photograph on our Hall of Fame website, Facebook page and/or the advertising onscreen at the Katherine Club.</p> |
| Data Quality | KT/DRV4LYF will take all reasonable steps to make sure that the personal information it collects, uses or discloses is accurate, complete and up to date. |
| Data Security | <p>KT/DRV4LYF will take all reasonable steps to protect the personal information it holds from misuse, loss, unauthorised access, modification or disclosure. Paper records are maintained in locked storage, and rights to computerised records are password protected. Backups of all electronic files held in KT/DRV4LYF's systems are kept in the event of system failure or loss. All backup copies of system files are secured.</p> <p>At such a time that an individual's personal information is no longer needed, we will take steps to destroy the information or ensure that it is de-identified if retained.</p> |
| Openness | During the enrolment process, students will be informed of the type of information we hold and for what purpose we collect, use and disclose the information. |

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| Complaints Process | <p>If an individual has a complaint regarding the handling of their personal information by our organisation, they should contact the KT/DRV4LYF in writing, by completing and submitting the Complaints and Appeals form. KT/DRV4LYF will then take the appropriate steps to respond to the complainant within a reasonable time frame and no later than 10 working days.</p> <p>For further details, please refer to our Complaints and Appeals Policy and Procedure, which is available on our website.</p> |
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This policy is made publicly available on the [Kristella Training website: www.tsa.edu.au](http://www.tsa.edu.au). The Student Handbook also contains reference to this policy and all students are informed of privacy issues through the enrolment and induction processes.

All staff are informed of this policy during their induction process and the information is made available in writing within the Employee Handbook. All staff are responsible for observing the guidelines stated in this policy.

This policy is approved by the CEO of Kristella Training (RTO Code 51771).

Further Information:

Please contact us if you have any queries about the personal information that we hold about you or the way we handle that personal information. Our contact details for privacy queries are set out below.

Privacy Officer

Email: kristellatrg@gmail.com

Mail: PO Box 1939, Katherine, NT 0851

Telephone: 0438808835

Webpage: <https://www.driv4lyf.com.au/kristella-training>

Version Control

| Version | Date | Reviewed by | Amendments |
|---------|-------------|-------------------|------------------|
| 2 | 17 Jun 2022 | Christopher Dixon | Adapted from CDU |