

Privacy and Confidentiality Policy:

Purpose:

To ensure personal information of course participants and Quality Hospitality International (QHI) staff and contractors is kept secure and confidential at all times.

Individual's personal records - QHI Privacy Policy:

An individual's right to keep their personal information private is a priority to everyone at QHI.

We are committed to protecting and maintaining the privacy, accuracy and security of each individual's personal information and records.

How we collect an individual's information:

- We will only collect information relevant to an individual's business relationship with us. The information we collect will include contact details, personal details, and where relevant, results and evidence of participation in training with QHI.
- We will collect this information directly from the individual.
- We will not collect any sensitive information such as information relating to an individual's health, unless this is to provide them with a specific service.

When an individual speaks to us about their personal affairs, we will minimise the opportunity for other people to overhear our discussion.

How we use an individual's personal information:

We will limit the use of an individual's personal information to:

- Recommending services that may be needed
- Carrying out our business which includes:-
 - reporting participant competencies and certificate numbers to relevant entities and appropriate government departments
 - contact course participants for course feedback
 - forward course participants certificates and statements of attainment achieved
 - for QHI internal marketing information
 - reporting trainer/assessor qualifications to train and assess.
- Fulfilling our legal and contractual requirements to the registering body.

Who will use an individual's personal information?

QHI will not share, sell or trade an individual's personal information to any other organisation, group or Company. Except in the following circumstances:-

- **Trainer/Assessor:** will be provided with the personal information of course participants only if they are personally planning, conducting or reviewing that individual's personal training plan.
- **State Government:** each year QHI provides details of every participant's educational progress to the state registering body.

- **QHI Administration Staff:** process an individual's employment or enrolment information and updates the individual's records as required.

Information is secure:

- QHI uses up-to-date techniques and processes which meet current industry standards to ensure an individual's personal information is kept secure and confidential.
- Only employees, and contractors of QHI who perform services on behalf of course participants are authorised to handle the participant's personal information and have access to their personal records.
- An individual's information is retained only as long as is required by QHI to fulfil its legal obligations.
- As a guide, the law generally requires QHI to retain an individual's files for seven years and participant results and certification details for thirty years.

With an individual's help QHI will work toward, keeping personal information secure, accurate, complete and up-to-date.

An individual has the right to have access to their personal information:

An individual can access the personal information QHI holds about them and request corrections.

- This right is subject to some exceptions, for example, an individual may not obtain access to information relating to existing or anticipated legal proceedings.
- Corrections to a participant's results may not occur without the written confirmation of the QHI trainer/assessor assigned to that participant.

An individual can request access to their information by contacting QHI office on (03) 8598 9033 and arranging an appointment to access their file.

Correction of personal information:

If a participant wishes to alter their personal information as supplied to Quality Hospitality International, they may do so by directing their enquiry via email to info@qhint.com.

Disclosure of personal information:

Quality Hospitality International will take all necessary measures to prevent unauthorised access to or disclosure of a participant's personal information. The personal information will be disclosed as required to the State Government body for Vocational Training within Victoria and to Quality Hospitality International's Registered Training Organisation administration staff. This information will not be disclosed to any other external agencies unless required or authorised by law.

Business Confidentiality:

Consultants and employees of QHI must not disclose, during or after their business relationship with QHI, any information about QHI's business that it has come to know as result of their work with QHI to another person unless:

1. QHI's CEO has specifically consented in writing to such disclosure; or
2. The Consultant or employee is compelled to do so by law.

QHI contractors and employees are required to operate with complete professional integrity.

Legal action may be taken against anyone who contravenes this policy.