

I. FITTA Policies and Procedures

A. Privacy Policy

1. Policy

FITTA is committed to protecting the privacy of individuals who interact with any aspect of our business, and will handle personal information in accordance with the Australian Privacy Principles set out in the Privacy Act 1988 (Cth). In providing products and services, FITTA will be transparent about how and why information is collected and used. Where appropriate individuals will be provided with the opportunity to specify the ways information is collected or used.

2. Purpose

To maintain the highest level of respect for the privacy of all individuals whom entrust FITTA with personal information.

3. Scope

This Privacy Policy applies to the collection, storage, use and disclosure of personal information by FITTA.

4. Procedure

As a Student:

When enrolling FITTA will collect personal information such as name, address, contact details, date of birth, citizenship, educational history and prior academic results, work history (if required as a basis of admission), emergency contact details, details of parents or guardians (for students under 18 years of age at the time of enrolment) and credit card details.

Additional information that may be collected during a course of study may identify racial or ethnic origins (including proficiency in languages other than English), information about health or disability (where this is relevant to accommodating specific needs) and membership of professional or industry associations (where required as a basis of admission or for credit transfer/recognition of prior learning).

FITTA may collect government related identifiers such as Driver's License, Medicare Card, USI (Unique Student Identifier) which may be necessary to verify a person's identity, and to confirm eligibility for enrolment or to administer entitlement to financial assistance or funding.

Purpose of collecting and holding personal information:

At FITTA we collect and hold personal information for the purpose of providing educational products and services and requests information to manage and administer those products and services.

When FITTA collects personal information about individuals who are not students, it is done for the purposes for which the information was provided. All appropriate personal information will be held by FITTA to satisfy record-keeping obligations.

Anonymity:

We believe Anonymity to be lawful and practicable for individuals who have not yet enrolled into a course and are enquiring about FITTA products and services.

Anonymity is also an option for individuals who are lodging a complaint with FITTA and would like to remain unknown. For how to make a complaint see Students Complaints and Appeals Policy.

Security of Information:

At FITTA we record personal information in paper-based and electronic records and systems. Personal information may be collected in paper-based documents and converted to electronic form for storage (with the paper-based document either being archived or securely destroyed).

Security of these records consist of password protection and other measures such as digital back up and lock and key to ensure that all personal information is protected from misuse, interference and loss; and from unauthorised access, modification and disclosure.

Enquiries and complaints:

All privacy enquiries should be directed in writing to the FITTA Administration team.

FITTA will respond to a request for access to personal information within 30 calendar days. The contact details for FITTA are:

7a Bellfinch Rd, Eagleby

Qld, 4207

admin@fitta.com.au

Students may lodge a complaint under the Student Complaints and Appeals Policy for actions undertaken under the Privacy Policy and related procedures.

If FITTA's response to a complaint is unsatisfactory or it is believed that Fitness Training Academy may have breached the Australian Privacy Principles or the Privacy Act, a complaint can be made to the Office of the

Australian Information Commissioner.

The Office of the Australian Information Commissioner can be contacted by telephone on 1300 363 992.

Full contact details for the Office of the Australian Information Commissioner can be found online at www.oaic.gov.au

5. Access and Correction of Personal Information

To request access to your personal information, please contact FITTA's administration team by emailing admin@fitta.com.au. In limited circumstances, access to personal information may be declined in accordance with the Australian Privacy Principles.

As we endeavor to keep all personal information accurate, up-to-date and complete; we encourage students and staff to contact the administration team by email admin@fitta.com.au, upon receipt, reasonable steps will be taken to correct the information.

A request to remove or delete personal information may not be possible to comply with where the personal information must be retained by FITTA for a period specified by applicable legislative and regulatory requirements.

There may be times FITTA may refuse a request to access, correct or delete personal information in certain circumstances. In such instances, FITTA will provide a reason for the decision.

6. Applicable Regulations

Privacy Act 1988

7. Created By:

Luana Ross 10.07.2016

8. To be reviewed

10.01.2017 Completed

28.01.2018 Completed

28.07.2018