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RTO REGISTRATION NO. 0182



PRIVACY POLICY

3CM Policy & Procedure Vocational Education and Training (VET)

Printed copy is an UNCONTROLLED document

Version	9
Status	Revised May 2019 to reflect national standards currently in operation. The implementation of this policy supersedes all previous versions of this policy.
Approval Body	Board of Management (on recommendation of SRTO2015)
Effective Date	5 June 2019
Next Review Date	May 2020
Owner	Managing Director



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PURPOSE

This policy describes 3CM's practices for managing the personal information we hold about our customers, potential customers and others

As of 12 March 2014, 3CM is required to comply with the Australian Privacy Principles ('APPs') contained in the Privacy Amendment (Enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988 (Commonwealth) ('Privacy Act'). The APPs set out the obligations of an organisation in relation to its collection, storage, use and disclosure of personal information.

In summary, 'personal information' is information or an opinion relating to an individual, who identifies or can be used to identify, that individual.

For what purposes do we collect personal information?

In general, we collect personal information for the following primary purposes:

- To conduct our business
- To provide and market our products and services
- To provide insight to the organisations of tomorrow
- To communicate with you
- To purchase from you
- To comply with our regulatory accountabilities
- To comply with our legal obligations; and
- To help us manage and enhance our services.

Direct Marketing

Subject to obtaining your prior consent, 3CM may use your personal information for the purpose of providing you with special offers you may find of interest, important changes to the functionality or content of our web site, or information on new products or services to be offered by 3CM or our business partners. If you do not wish to receive this form of communication, please contact our office and we will make the change to our records. We will not charge you for giving effect to such a request and will take all reasonable steps to meet your request at the earliest possible opportunity.

Whose personal information do we collect?

In the ordinary course of 3CM's business, we deal with a range of customers and business partners. In those dealings the types of individuals about whom we may collect, use, hold and disclose (as set out below) include (but are not limited to):

- Customers;
- Potential customers;
- Business associates and their employees; and
- Suppliers and their employees.



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What kinds of personal information do we collect?

In general, the type of personal information 3CM collects, holds, uses and discloses includes (but is not limited to) names, addresses, contact details, occupations and other information which assists us in conducting our business, providing and marketing our services and products and meeting our legal obligations.

How do we collect personal information?

3CM will generally collect personal information by way of forms filled out by people online or sent to us by fax or post, face-la-face meetings, interviews, business cards, telephone conversations and, where there is consent from the individual concerned, from third parties. 3CM also uses cookies to make your use of our website as convenient as possible. If you do not wish to receive any cookies you may set your browser to refuse cookies. This may mean you may not be able to use some of 3CM's online services.

How might we use and disclose your personal information?

3CM may use and disclose your personal information for the primary purpose for which it is collected (as set out above) for reasonably expected secondary purposes which are related to the primary purpose, where we are legally required to do so and in other circumstances authorised by the Privacy Amendment (Enhancing Privacy Protection) Act 2012. 3CM will not disclose personal information about an individual for the purpose of direct marketing.

To whom might we disclose your personal information?

We may disclose your personal information to:

- Other companies or individuals who assist us in providing services or who perform functions on our behalf;
- Courts, tribunals and regulatory authorities if required by law; and
- Anyone else to whom you authorise us to disclose it.

3CM is unlikely to disclose your information internationally. All reasonable steps will be taken to confirm that any overseas recipient of personal information will not be in breach of the Australian Privacy Principles (APP's).

Management of personal information

The APPs require us to take reasonable steps to protect the security of personal information. 3CM personnel are required to respect the confidentiality of personal information and the privacy of individuals. 3CM takes reasonable steps to protect personal information held from misuse and loss and from unauthorised access, modification or disclosure, for example by use of physical security and restricted access to electronic records. Where we no longer require your personal information for a permitted purpose under the APPs, we will take reasonable steps to destroy it.

How do we keep personal information accurate and up-to-date?

3CM endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. We encourage you to contact us in order to update any personal information we hold about you. Our contact details are set out below or by completing the [Update Your Details](#) form on our website.



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You have the ability-right to gain access to your personal information subject to the exceptions set out in the Privacy Amendment (Enhancing Privacy Protection) Act 2012, you may gain access to the personal information which 3CM holds about you by emailing 3CMinfo@3CM.com.au or calling **1300 159 000**. We will require you to verify your identity and to specify what information you require. A fee may be charged for providing access. We will advise you of the likely cost in advance.

Complaints Resolution

3CM is committed to providing consumers with a fair and responsive system for handling and resolving complaints. You have a right to complain and to have your complaint handled efficiently. We believe that in receiving your complaint, we are provided with a valuable opportunity to improve the services we deliver to you and maintain your confidence in 3CM and our services.

If at any time you wish to lodge a complaint in respect of the handling, use or disclosure of your personal information by 3CM, please lodge the details of your complaint in writing to the **Managing Director, 3CM School of Management, Level 2, A12, 435 Roberts Road, Subiaco W.A. 6008**. We will endeavour to investigate and advise you of the outcome of a complaint within 20 business days of receipt of such complaint.

Liability Disclaimer

3CM will use all reasonable endeavours to protect and keep confidential any personally identifiable information in its possession in relation to its Members, subscribers or website visitors. If any confidential or personally identifiable information is accessed by a third party, whether by negligence or otherwise of 3CM, its agents, suppliers, contractors, related bodies corporate, affiliates or associated parties, to the extent permitted by law, 3CM is not liable for any loss, damage, costs, liability or other form of contribution.

We are constantly improving the 3CM website and the tools you can use to manage the data that you provide to us. Please refer to this page from time to time to see any new policies about the use of these new features.

Further Information on Privacy

Further information may be obtained on privacy issues in Australia by visiting the Australian Federal Privacy Commissioner's web site at <http://www.privacy.gov.au>

Authorising Officer

Chris Godwin
Managing Director