

RTO Name:	Smart eHealth Pty		
RTO Code:	41443	Date:	26/1/18
Policy Developed by	Dr Shirley Mcilvenny, CEO Smart eHealth Trust Pty		

Open and transparent management of personal information
The RTO Privacy Policy is available on the website. Students and prospects are directed to the privacy policy on the website.
The RTO retains a record of personal information about all individuals (participants) with whom it deals
Individuals can deal with the RTO anonymously until ready to sign on for a course.
Individuals who wish to use a pseudonym can contact administration directly. Participants can then use a pseudonym for registration. An online record of the true name associated with the USI to be kept in the student online file along with a written record that the individual has consented to providing or linking any pseudonyms to additional personal information.
Certificates will only be issued in the true name of the participant. Data which is required to be submitted to government departments such as ASQA, NCVER, AVETMISS will only use true names of participants as we are required and authorised by Australian law to collect and report AVETMISS data. e.g. an application for enrolment cannot be processed or accepted, the individual cannot be notified of the results of a subsidy eligibility assessment.
Personal information such as 'contact details', 'employment history', 'educational qualifications', 'complaint details' will be kept in the online student file. No written record of student details will be kept after 6 months from completion of a course.
Sensitive information e.g. 'mental health', 'disability', 'racial or ethnic origin', 'criminal convictions', 'tax file numbers' will only be kept in the students online file.
Personal information that is collected directly from individuals, government websites, competitions, subscriptions, referrals from other organisations will be kept in the online file only. Only minimal information will be collected such as name and email until an individual enrolls as a course participant.
Personal information is stored within our student management system, by a third party data storage provider such as Infusionsoft and payment gateways such as Eway. Student information is stored on secure company servers.
Personal information will only be used for the purpose for which it is collected. e.g course information, course enrolment, training and assessment, government reporting.
Access to personal information will be limited to the minimum number of people at the RTO. Access will be limited to those who require access such as administrators dealing with enrolment, issuing of certificates, trainers and assessors etc. Participant information will never be given, sold or distributed to 3 rd parties.
Participant information such as assessments will be kept for 6 months after completion of the course. Other participant information will also be kept as per government regulation. In the event the RTO ceases to operate, arrangements for transferring personal information records to the Australian Skills Quality Authority will be organised by the RTO.
This privacy policy will be updated annually by the CEO or by a responsible person appointed by the CEO. Students will be informed by email annually that the privacy policy has been updated and uploaded to the website.
Personal information obtained from those until 18 years of age will be kept in a separate secure folder. Information will be de-identified where possible.
An individual can gain access to their personal information as follows:
An individual has the right to request access to their personal information and can do so using the ' Access to Records Request Form' which can be obtained from support@foodcoachinstitute.com
An individual has the right to request correction to their personal details.
Individuals can contact the Administrator by email at support@foodcoachinstitute.com or by telephone on 1300 958480 or internationally at +61450981783 to request information about their personal file.

Overseas recipients may apply to the RTO to ascertain the personal information kept on their file by the RTO. No information will be released to any overseas countries or bodies without the written consent of the individual.
An individual can complain about a breach of the RTO's privacy policy by using the Complaints and Appeals Procedure detailed on the website.
A complaint should first be made in writing to the RTO. The RTO should be given a reasonable time (usually 30 days) to respond. If an individual believes the breach has not been handled correctly, the complaint may then be taken to a recognised external dispute resolution scheme or lastly to the OAIC.
Individuals can complain to an external complaint body such as the Information Commissioner by contacting OAIC at https://www.oaic.gov.au/
Individuals may also complain to ASQA at https://www.asqa.gov.au/complaints for complaints against RTOs
Personal information is available free of charge
The Privacy Policy is prominently displayed on our RTO website and can be downloaded as a PDF. Those with special needs can contact the RTO administrator for help with the privacy policy and its implementation.
Where our RTO interacts with individuals by telephone, such as enquiry, registration, enrolment, completion forms they will be informed during the telephone call of how the policy may be accessed.
Where our RTO interacts with individuals by email , such as enquiry, registration, enrolment, completion forms, a link will be added informing them how the policy may be accessed or the privacy policy will be attached with course information and student handbook.