



DRIVER·RISK MANAGEMENT

DRIVER RISK MANAGEMENT PRIVACY POLICY

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1. PURPOSE

This Privacy policy defines the objectives for the company and Driver Risk Managements (DRM's) commitment to protecting the privacy of your personal information. Driver Risk Management (DRM) is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

2. DEFINITIONS

Term / Acronym	Definition
Learner	Any person in training or under assessment.
Competency Based Training & Assessment	Means training and assessment that is referenced to the Australian Qualification Framework and the VET Sector
Deemed Competent	Has been independently assessed by a Driver Risk Management approved and qualified Assessor to the particular and relevant VET recognised courses on scope.
HSE	Health, Safety and Environment.
Internal Verification (IV)	An Internal Verifier will be an Approved Assessor who has not been involved in the Learner's assessment decision, on most occasions this will be the Training Manager, Operations Manager or Designated Trainer Assessor.
Rationale	A set of Standard Answers which includes the justification or fundamental reasons for the answer provided. Sometimes referred to as an Assessor Guide.
RPL	Recognition of Prior Learning utilised by Registered Training Organisations to verify training, experience and competency has taken place, also used to collate evidence and develop a training plan for the Learner.
RTO	Registered training organisations (RTOs) are providers and assessors of nationally recognised training. Only RTOs can issue nationally recognised qualifications.
ASQA	Australian Skills Quality Authority (ASQA) is responsible for Regulating RTO's Using the National Vocational Education and Training Regulator Act 2011, ensuring compliance with RTO Standards 2015 and AQF Standards 2013.
AQF	The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian Education and Training. It incorporates the qualifications from each education and training sector into a single comprehensive national Qualifications framework.
VET	VET – Vocational Education and Training

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Term / Acronym	Definition
Nationally Recognised Courses	Nationally Recognised Courses relates to approved training within the Australian Qualification Framework. It also allows a qualification to be recognised on a national basis throughout Australia with other RTO's and Businesses
SME	Subject Matter Expert – An operative who is competent in the field being trained and assessed. Must also have the Relevant Qualifications and Industry Experience to meet the relevant Unit of Competency associated.
SMS	Student Management System used to manage course availability and a Learners Enrolment, Training, Progress, Assessment and Certification. SMS also forms part of the Data Management and Reporting Requirements for an RTO.
Training Package	Includes competency standards, national qualifications, guidelines for assessing competence and a range of resources to support learning and assessment (e.g., assessment tools, facilitator notes / guidelines, learning materials, etc.). These can also be a non-recognised training course developed by Driver Risk Management tailored to the client's requirements.
Trainer and/or Assessor	An approved Person with the current qualification Certificate IV in Training and Assessment and approved by the Driver Risk Management Training Manager.
Training Plan	Learning, Development and Assessment plan. Gives key dates in a person's training and assessment process. Acts as a guide for both the Learner and Driver Risk Management to manage the course progress.
HSEQ	Health Safety Environment and Quality. Ensuring a reduced risk is established with all aspects of the business.

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3. PRIVACY

Driver Risk Management (DRM) have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act).

The National Privacy Principle (NPPs) govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

4. WHAT IS PERSONAL INFORMATION AND WHY DO WE COLLECT IT?

Personal Information is information that identifies an individual. Examples of Personal Information we collect includes names, addresses, email addresses, phone and USI numbers.

This Personal Information is obtained in many ways including interviews, correspondence, by telephone and enrolment, by email, via our website www.driverrisk.com.au, social media platforms and from third parties, when referred to our services.

We don't guarantee data privacy from social media or the policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing.

We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure, for example reporting to ASQA.

5. SENSITIVE INFORMATION

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

6. THIRD PARTIES

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

7. ACCESS TO YOUR PERSONAL INFORMATION

You may access the Personal Information we hold about you to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Driver Risk Management will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we will require identification from you before releasing the requested information.

8. MAINTAINING THE QUALITY OF YOUR PERSONAL INFORMATION

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurately recorded from information provided to DRM. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

9. POLICY REVIEW AND UPDATES

This Policy is reviewed yearly and is available on our website.

10. PRIVACY POLICY COMPLAINTS AND ENQUIRIES

If you have any queries or complaints about our Privacy Policy or use of your private information, please contact us at:

Driver Risk Management
16 Grogan Road
Perth Airport 6105

EMAIL: admin@driverrisk.com.au

PHONE: 08 6364 8555

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