

Privacy

The organisation's privacy policy and procedure are available in Policy and Procedure Document 1.1 Leadership and Communication. In effect the following apply:

- Lennox Institute keeps student information private and only collects information that relates to their training success.
- Students may access their personal file held by Lennox Institute on training progress. They may also request that updates to be made to information that they feel is incorrect or out of date.
- Lennox Institute is subject to audit by Government Officials and access to student training files may be given to government officers from such agencies as VETAB, and DET for the purposes of these audits.
- Student training files cannot be accessed by a third party unless they give written permission that identifies the sections of the file to be made available.
- Lennox Institute takes all reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and secure backup of data.
- Staff members may not provide the phone numbers, addresses or personal details of any staff member or student unless authorised to do so.
- Only authorised personnel have access to confidential information. Staff and students are not entitled to view anyone else's personal files unless authorised by the Chief Executive Officer.
- All database records, manual records, staff files, student files and student names are confidential information.
- Files cannot be removed from our administration office, without the prior written authorisation of the Chief Executive Officer.
- Staff must practice discretion at all times when discussing or handling client information and should take every precaution to ensure client details are not accessed by unauthorised persons.
- Due care must be taken when discussing personal details with staff or students or when discussing student details with external agencies. If you are unsure of how to act in a given situation, consult with the Chief Executive Officer.