

Privacy Statement

As an agency of Queensland Health, the Cunningham Centre abides by the [Queensland Health global privacy policy](#).

1. Collection of information

- 1.1. The Cunningham Centre collects information from their clients through the training enrolment form to register them in the selected education and training activities in the Cunningham Centre student management database.
- 1.2. The Cunningham Centre uses SurveyMonkey to collect data for a variety of purposes. SurveyMonkey is based in the United States of America. Information provide through the SurveyMonkey links will be transferred to SurveyMonkey's servers in the United States of America and Luxembourg. We will advise clients when SurveyMonkey is being used to collect data. By using the link, clients are agreeing to the transfer of data. SurveyMonkey's Security Statement is available [here](#). Survey Monkey is controlled and operated by SurveyMonkey; it is not a Cunningham Centre website or application and the *Information Privacy Act 2009 (Qld)* will not apply to information held by SurveyMonkey. SurveyMonkey's privacy policy can be found [here](#). If clients do not agree to the transfer of their information to SurveyMonkey, they can contact the Course Facilitator for an alternate process to provide their information.
- 1.3. Yammer is used as a communication tool in some of our courses. More information about Yammer's privacy policy is available [here](#).
- 1.4. Turnitin is used in some courses to assist with the management of academic integrity. More information about their privacy policy is available [here](#).

2. Disclosure of Information

- 2.1. The Cunningham Centre will not disclose the Client's personal information to any third party (other than for the purposes outlined in item 2.2 and item 4 or to our contractors or agents involved in providing the Client with products or services the participant has requested) unless the Client has consented to such disclosure in writing, or the Cunningham Centre is required or authorised by law.
- 2.2. The Cunningham Centre reserves the right to disclose information about a Client's progress towards completing their learning program with their employer if the employer has funded their enrolment in the program. The intent of these interactions will be to enlist employer support to facilitate improved outcomes for the Client. Information of a personal or sensitive nature will not be disclosed as part of this process. In these instances, the Client will be advised what information has been disclosed to the employer.
- 2.3. Where a client has funded their enrolment, the Cunningham Centre will not disclose any information to their employer, including information regarding progress with completion of their learning program, without the client's express consent in writing.
- 2.4. Internally, client information may be shared with educational staff or course administration officers when panel reviews are undertaken when considering client requests for extensions and deferments. Client academic work will be shared with other educators for a range of academic functions such as moderation, assessment reviews, evaluation and improvement processes.

2.5. Where potential academic dishonesty has been identified through Turnitin or other sources, any Cunningham Centre client academic work that is identified as a potential match through this process will be reviewed as part of the investigation and potentially will be seen by the Executive Director responsible for the course. We will not share any client work with any outside entity if requested through Turnitin.

3. Storage of information

- 3.1. Client information is stored in the Cunningham Centre's student management system, Wisenet. Information about Wisenet's privacy policy is available [here](#). Personal information which is held outside of the student management system is stored on secure servers within Queensland Health. Backups of data are stored on hard drives which are secured in safe storage.
- 3.2. Information collected from training enrolment forms relevant to accredited training is retained for a minimum period of 30 years.
- 3.3. Information collected from training enrolment forms relevant to non-accredited training is retained for a minimum period of 5 years.
- 3.4. Information provided on the training enrolment form may be used for trend analysis reporting and for internal marketing purposes.
- 3.5. Participants may gain access to the individual information they have provided to the Cunningham Centre by submitting a request in writing to the Manager, Learning and Development via their Course Facilitator.

4. Obligations as a Registered Training Organisation

- 4.1. Under the *Data Provision Requirements 2012*, Darling Downs Hospital and Health Service (DDHHS) through the Cunningham Centre is required to collect personal information about clients and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).
- 4.2. A Client's personal information (including the personal information contained on enrolment forms and training activity data) may be used or disclosed by the DDHHS for statistical, administrative, regulatory and research purposes. DDHHS may disclose a client's personal information for these purposes to third parties, including:
 - 4.2.1. Employer – if the client is enrolled in training funded by their employer;
 - 4.2.2. Commonwealth and State or Territory government departments and authorised agencies;
 - 4.2.3. National Centre for Vocational Education Research (NCVER);
- 4.3. Personal information disclosed to NCVER may be used or disclosed for the following purposes:
 - 4.3.1. populating authenticated VET Transcripts;
 - 4.3.2. facilitating statistics and research relating to education, including surveys and data linkage;
 - 4.3.3. pre-populating RTO student enrolment forms;
 - 4.3.4. understanding how the VET market operates, for policy, workforce planning and consumer information; and
 - 4.3.5. administering VET, including program administration, regulation, monitoring and evaluation.

- 4.4. Clients may receive an NCVET student survey which may be administered by a government department or NCVET employee, agent or third party contractor or other authorised agencies. Clients may opt out of the survey at the time of being contacted.
- 4.5. NCVET will collect, hold, use and disclose personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncvet.edu.au).
- 4.6. Whenever the Cunningham Centre are collecting data to be used by NCVET in accordance with these requirements, the client will be notified.

