Privacy Policy
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Table of Contents</td>
<td>2</td>
</tr>
<tr>
<td>Privacy Policy</td>
<td>3</td>
</tr>
<tr>
<td><strong>Overview</strong></td>
<td>3</td>
</tr>
<tr>
<td>Collection of Personal Information</td>
<td>3</td>
</tr>
<tr>
<td>Use and Disclosure of Personal Information</td>
<td>4</td>
</tr>
<tr>
<td>Managing Personal Information</td>
<td>5</td>
</tr>
<tr>
<td>Accessing Personal Information</td>
<td>5</td>
</tr>
<tr>
<td>Sensitive Company Information</td>
<td>5</td>
</tr>
</tbody>
</table>
Privacy Policy

Overview

This document sets out the policy of Leadership Success in relation to the handling of personal and sensitive information and outlines our obligations in managing personal information we hold about clients, customers of clients, contractors and others.

Leadership Success is concerned with the protection of students’ privacy. It is committed to ensuring that everyone abides by the Federal Privacy Act 1988, Privacy and Personal Information Protection Act 1998 (NSW) and the Health Records and Information Privacy Act 2002 (NSW). Any Information provided to Leadership Success will be used in accordance with the Information Privacy Principles in these Acts. Leadership Success is also committed to adhering to the 10 National Privacy Principles (NPPs) by setting out how we manage privacy in our organisation in this Policy.

It is the responsibility of all Leadership Success employees, contractors and agents to adhere to this Policy.

Collection of Personal Information

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

Leadership Success collects personal information in order to conduct our business, to provide products and services and to meet our legal obligations as a Registered Training Organisation. The type of information we may collect and hold includes (but is not limited to) personal information about:

- officers of Federal and State Government agencies;
- host employers;
- training participants;
- suppliers and their employees;
- prospective employees, employees and contractors.

In general, the type of personal information Leadership Success collects and holds includes (but is not limited to) tax file numbers, information relating to the personal background of employees, contractors and students (such as their home address, gender, date of birth, nationality, languages spoken, their employment history, their educational qualifications, any illnesses, any disabilities, literacy issues and details of emergency contacts), information documenting the work history of contractors, such as information contained in their CV as well as bank account details and records of pay adjustments as well as other information which assists us in providing our services. In most cases, if the personal information we request is not provided, we may not be able to supply our services.
Use and Disclosure of Personal Information

Leadership Success may use and disclose your personal information for the primary purpose for which it is collected, for reasonably expected secondary purposes which are related to the primary purpose and in other circumstances authorised by the Privacy Act.

In general, we use and disclose your personal information for the following purposes:

✓ to conduct our business;
✓ to provide and market our services;
✓ to communicate with you;
✓ to purchase from you;
✓ to comply with our legal obligations; and
✓ to help us manage and enhance our services.

We may disclose your personal information to:

✓ other companies or individuals who assist us in providing services or who perform functions on our behalf (such as mailing houses, consultants;
✓ specific relevant Government Departments;
✓ your employer;
✓ anyone else to whom you authorise us to disclose it.

We may also collect your personal information from these companies and individuals, in which case we will deal with this information in accordance with this Policy.

Some personal information which we collect is sensitive information. Sensitive information includes information relating to a person’s racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences and criminal record, and health information about an individual.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or where certain other limited circumstances apply (for example, where required by law).
Managing Personal Information

Leadership Success staff are required to respect the confidentiality of personal information and the privacy of individuals.

Leadership Success takes steps to protect personal information held from misuse and loss and from unauthorised access, modification or disclosure, by the use of security by locking files at all times and restricted access to electronic records.

Leadership Success 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.

Accessing Personal Information

Subject to the exceptions set out in the Privacy Act, you may gain access to the personal information which Leadership Success holds about you by contacting us. We will require you to verify your identity and to specify what information you require.

In the case of personal information we collect from our clients for the purposes of providing our services to those clients, however, access to that personal information will usually be the responsibility of the relevant client.

Sensitive Company Information

In the course of business Leadership Success will collect sensitive company information through the gathering of company documents needed to support training, anecdotally during training sessions, anecdotally during conversations with management and through the collection of data using surveys, evaluations and questionnaires. Leadership Success will provide clear guidelines about how this sensitive information will be stored and used as it is collected but will at all times abide by this Policy.