

Privacy Policy

Version: 2
Reviewed: 28 September 2009
Authorised by: General Manager



Human Resources • Group Training

1. Policy Statement

Mentor collects and administers a range of personal information for the purposes of recruitment, employment and training opportunities or providing workforce solutions. Mentor is committed to protecting the privacy of personal information it collects in the course of its normal business operations.

It is the policy of Mentor to protect the privacy of clients, employees, job seekers and learners and ensure that we comply with our obligations under the Information Privacy Act 1998 and Privacy Principles.

2. Privacy Principles

2.1 Collection

We will only collect information that is necessary for the performance of primary functions at Mentor.

We will inform individuals about why we collect information and its primary purpose.

Allow individuals access to information upon request and in accordance with our procedures.

2.2 Use and Disclosure

We will only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.

2.3 Data Quality

We will take all reasonable steps to ensure that the information we collect is accurate, complete, current and relevant to the functions we perform.

2.4 Data Security and Retention

We will safeguard information we collect and ensure it is securely stored to prevent, misuse, loss, unauthorised access and modification.

2.5 Openness

Our Privacy Policy is available to individuals and organisations and our commitment will be acknowledged and stated in relevant organisational documents and publications.

2.6 Access and Correction

Individuals have a right to seek access to information about them and to make relevant corrections if it is inaccurate, incomplete, misleading or not current.

2.7 Identifiers

We will not adopt identifiers assigned by external bodies for personal information.

2.8 Anonymity

Individuals will have the option of not identifying themselves when completing evaluations and surveys.

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2.9 Transfer of Information

Mentor can only release personal information to a third party with an individual's expressed permission.

3. Employer Responsibility

Mentor will ensure that adequate procedures and guidelines are implemented to support its commitment to the National Privacy Principles. Management will:

- Identify any training needs for employees and ensure they are aware of their responsibilities.
- Conduct regular reviews of Privacy law and update our procedures to remain compliant.
- Undertake to communicate our Privacy Policy and Procedures to individuals as appropriate.

4. Employee Responsibility

Mentor employees are responsible for ensuring that they comply with the Privacy Policy and Procedures and will at all times:

- Undertake to respect the privacy rights of individuals when collecting information.
- Ensure that correct procedures are followed at all times when handling information.
- Observe privacy procedures when transferring to or seeking information from other organisations.
- Only use information for the purpose which it was collected.

5. Employee Information

Mentor holds personal information on its employees, contractors and learners. This information includes, but is not limited to:

- Tax file numbers
- Banking details
- Information relating to personal background, such as home address, sex, date of birth, nationality, languages spoken and employment history
- Education and professional qualifications
- Contact details of people in the event of any emergency
- Terms and conditions of employment; and
- Performance management information, including written warnings

Mentor permits only authorised personnel to access this information and only where necessary. Access is only permitted by authorised personnel. Any persons seeking to access personal information, other than those explicitly authorised, must receive written permission from the employee in question.

4. Privacy Complaints

Any complaint relating to the unwarranted invasion of privacy should be communicated to the General Manager.