

Privacy Policy and Procedure

The Pharmacy Guild of Australia is bound by the National Privacy Principles set out in the Privacy Act 1988 of the Commonwealth of Australia. This policy statement affirms our commitment to comply with those Principles. Guild Training is committed to ensuring that:

- Confidential information obtained by Guild Training is treated in a manner which protects the privacy of the client, pharmacy and the learner.
- Learners, clients and pharmacies are able to access their records.
- Information about a client or learner is not disclosed to a third party without the written consent of a client.
- Information acquired during the provision of training and assessment services is protected.

This policy covers information pertaining to current and former learners, current and former staff, and associates of Guild Training. It applies to personal information collected and held by Guild Training and the people employed or engaged by Guild Training.

Guild Training has developed this policy and procedure as an all-inclusive document for delivery of training and assessment services in the state/territory Branches and should be read in conjunction with the individual state/territory Branch policies and procedures.

Procedure: actions and responsibilities

Action	Responsibility
The National Office and State Branches are responsible for ensuring: <ul style="list-style-type: none"> • The management and safeguarding of information obtained by Guild Training. • Information received by Guild Training is treated in a manner which protects the privacy of the client and/or pharmacy. • The handling, maintenance and storage of learner’s information ensures that personal details remain private and confidential 	National Office State Branches
Personal information is only disclosed in the following instances; <ul style="list-style-type: none"> • with the individual’s written consent; or • to reduce or avoid a threat to an individual’s life, health or safety or a serious threat to public health and safety; or • when the use or disclosure is required or is specifically authorised by law; or • if the individual is reasonably suspected of being engaged in current or past unlawful activity, and the personal information is disclosed as a necessary part of the investigation or reporting the matter; or • as required by law to certain government departments and statutory bodies, or circumstances where Guild Training is not prohibited from disclosing the information, as described in the Information Act. 	National Office State Branches
Guild Training staff recognise and maintain processes and procedures that protect the privacy of the client or pharmacy. Information collected and held by Guild Training is only accessed and used by people employed or engaged by Guild Training as required in the fulfillment of their duties and in a manner consistent with the original purpose stated at the time of collection.	National Office State Branches
Reasonable steps are taken to ensure that personal information collected and held by Guild Training is accurate, authentic and reliable and that individuals are informed of how Guild Training will use the information it has collected and any implications.	National Office State Branches
Learners are able to access their personal records by completing the appropriate documentation.	State Branches
Information about a learner is not disclosed to a third party without the written consent of the learner.	State Branches

<p>Information on privacy All information sent to participants or prospective learners outlines Guild Training's commitment to privacy and requests permission to use client's information only to:</p> <ul style="list-style-type: none"> • Provide training services • Issue qualifications • Report details and progress State/Territory Training Authorities 	<p>National Office State Branches</p>
<p>Access to information Access to learner's details is restricted to Guild Training staff members. This is achieved by:</p> <ul style="list-style-type: none"> • Electronic information is password protected and electronic records and backup tapes are stored in the organisation's safe or off-site with restricted access to designated staff. • Paper-based information is stored in lockable drawers, files and cabinets with only Guild Training staff having access to these documents. Paper-based documents are not left on desks or in public places where they may be accessed by other staff or members of the public. 	<p>State Branches</p>
<p>Staff responsibilities</p> <ul style="list-style-type: none"> • All Guild Training staff undertake an induction process which outlines Guild Training's responsibilities in maintaining client confidentiality. • Personal information regarding learners, pharmacies and pharmacy operations remains confidential and Guild Training staff have been briefed regarding their privacy responsibilities at induction and during regular meetings. Issues relating to privacy and learner confidentiality are discussed at staff meetings and any changes to operational procedures are communicated to RTO staff. 	<p>National Office State Branches</p>
<p>Accessing information</p> <ul style="list-style-type: none"> • Upon request from a learner for access to their personal records Guild Training will forward the learner a copy of the Request for Certificate/Training Records form. The learner will be required to include one form of identification (e.g. driver's license) before the required information can be supplied. • The learner must complete this form and return it to Guild Training. The information is reviewed and confirmed by the Guild Training Manager or a delegated Guild Training staff member. • If the Guild Training Manager or delegated Guild training staff member is satisfied that the request is legitimate the required information will be accessed, and the specified documents will be copied and forwarded to the learner. • A copy of the completed Request for Certificate/Training Record should be maintained on the learner's file. The learner's identification documentation should be securely destroyed. 	<p>State Branches</p>
<p>Requests for information Requests for information about a learner may be received from the following sources:</p> <ul style="list-style-type: none"> • The learner's pharmacy or place of employment • Guild Training staff • Learner's employer or workplace supervisor • Learner's parent, guardian or family member • Australian Apprenticeship Centre. <p>Information cannot be provided to these individuals or organisations without the written permission of the learner.</p>	<p>State Branches</p>
<p>Removal/Destruction of Information Guild Training will take reasonable steps to destroy or permanently de-identify information collected from learners if it is no longer needed for any purpose for which the information was provided. Information will be removed/destroyed by secure means.</p>	<p>State Branches</p>
<p>Responding to a privacy breach In the event of a privacy breach, Guild Training will manage the breach by:</p> <ul style="list-style-type: none"> • Containing the breach • Evaluating the associated risks • Consider notifying affected individuals and the Office of the Information Commission (OIC) • Prevent a repeat 	

Associated documentation

Request for Certificate/Training Records form
Pre-Enrolment Handbook
Guild Training websites
Training Agreement

Related Topics

References

Authority

National Training Manager – 11.02.2009
National Training Manager – 15.06.2010
National Training Manager – 29.07.2011
Academy Compliance Manager – 23.10.2013
National RTO Compliance Manager – 05.03.2023