



NAATI Privacy Policy

1.0 Preamble

The National Accreditation Authority for Translators and Interpreters Ltd (NAATI) is committed to protecting the privacy of personal information. Personal Information collected by NAATI, like other agencies operating in Australia, is protected by the *Privacy Act 1988* and associated legislation. NAATI adheres to the *National Privacy Principles* contained within the *Privacy Act 1988* which regulate how organisations may collect, use, disclose and store personal information and how individuals may access and correct personal information held about them.

2.0 Policy Outcomes

This Policy is intended to inform people who deal with NAATI, particularly applicants for NAATI products and services, about:

- the kind of 'personal information' that NAATI may gather;
- how that information may be used;
- how that information may be shared or disclosed;
- the choices individuals have regarding NAATI's use of their personal information; and
- how individuals may correct personal information held by NAATI about them.

This Policy applies to all personal information collected by NAATI.

3.0 Definitions

3.1 Personal Information

Under the Privacy Act 1988, 'personal information' is defined as:

Information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Personal information typically collected by NAATI includes, but is not limited to:

- Name
- Address
- Citizenship/residency status
- Contact telephone number(s)
- Country of Birth
- Details for financial transactions
- Educational details
- Email address(es)
- Identity documents (including photographs)
- Date of Birth

NAATI collects personal information from individuals in a variety of ways. We may collect personal information when you apply for accreditation, you enrol for or attend a training course, seminar, visit our website or contact us by telephone.

While it is NAATI's usual practice to collect personal information directly from the person to whom it relates, sometimes we collect personal information from a third party or a publicly available source, but only if an individual has consented to such collection, or would reasonably expect us to collect the information in this way.

In limited circumstances NAATI may receive personal information about individuals from third parties who contact us and supply us with the personal information of the individual in documents they supply to us. In these circumstances, we will attempt to ensure that the consent of the individual is obtained if we think that we may need to use or disclose that information.

4.0 Policy

4.1 Use of Personal Information Collected by NAATI

NAATI only uses personal information for the purpose for which it is provided to us, for purposes which are directly related to one of our functions or activities and for related internal management purposes.

Personal information is typically collected by NAATI for several purposes including:

1. establishing an applicant's eligibility to sit for a NAATI test;
2. to enable NAATI to undertake a NAATI assessment;
3. for other purposes associated with issuing NAATI accreditations or other NAATI credentials;
4. to provide updates on our available training and workshops and for purposes associated with an individual's participation in such training and workshops, and keeping individuals up to date with issues, events and news;
5. to provide our online directory of accredited translators and interpreters;
6. for billing and account management.

Information concerning an applicant's performance in tests conducted by NAATI is also collected as part of the testing procedure.

4.2 Disclosure of Personal Information

We do not give an individual's personal information to anyone else unless detailed in this Policy, or one of the following applies:

1. the individual has consented;
2. the individual would reasonably expect, or has been told, that information of that kind is usually passed to those individuals, bodies or agencies;
3. it is required or authorised by law;
4. it will prevent or lessen a serious and imminent threat to somebody's life or health;
5. it is a reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

Please note that when an application is lodged by an applicant, the applicant consents to NAATI collecting and holding the applicant's 'personal information' for the purpose of processing the application and related matters, including recording the outcomes of such applications. If an applicant does not give such consent, NAATI will not be able to process the application.

Financial Information

NAATI does not disclose personal financial information (e.g. credit card, bank details etc) to any organisation or persons outside NAATI, except as specifically required for the transaction e.g. to a bank or as required by law.

Sponsorship arrangements

In some cases an individual may be sponsored by an organisation, including e.g. the payment of their fees. As part of such sponsorship arrangements, individuals may be requested to give permission in writing to release certain information to their sponsor e.g. test results. NAATI will only release such information to the nominated party (e.g. sponsor).

Potential Employers

From time-to-time NAATI may be asked to provide information that could lead to work opportunities for credentialed practitioners with potential clients/employers. If individuals would like NAATI to provide their contact details to such parties, NAATI must be advised accordingly in writing unless you have previously given your consent.

Other disclosures

NAATI may:

1. provide information to other Government Departments such as Centrelink, Department of Education, Employment and Workplace Relations, Department of Immigration and Citizenship, or Australian Agency for International Development;
2. release information to the Australian Tax Office;
3. publish details relating to the award of a prize or scholarship;
4. provide information in response to a subpoena, summons or written demand from an administrative body, organisation or Commonwealth, State or Territory authority with the power to request the information.

4.3 Storage of Personal Information by NAATI

Personal information is held on individual files for each individual who applies to NAATI, either electronically and/or in hard copy. Access to these files is restricted to authorised NAATI staff or such persons who may be approved by NAATI from time-to-time. Persons who are authorised by NAATI to access personal information are required to sign a confidentiality agreement. To the extent possible, NAATI will restrict access to those persons who need the information in order to carry out their responsibilities in the individual's interests as an applicant to NAATI.

NAATI uses contemporary industry-standard electronic security, including firewalls, to prevent unauthorised external access to its electronic records. Encryption is used for financial transactions where relevant.

4.4 Time Personal Information is kept for

NAATI keeps personal information of individuals for so long as the information is required for the purpose for which it was provided. It is generally kept for a further period of seven years.

5.0 Access to Personal Information held by NAATI

5.1 Access by an individual to whom the Personal Information relates

Under the *Privacy Act 1988*, individuals may have access to personal information held about them. If an individual requests access to the personal information we hold about them, or requests that we change that personal information, we will allow or make the changes unless we consider that there is a sound reason under the *Privacy Act 1988*, or other relevant law to withhold the information.

Individuals may view their personal information during NAATI's normal office hours by appointment only. All requests to view personal information must be made in writing and may take up to 10 working days to process. The viewing of personal information must be done in the presence of an authorised NAATI staff member at a NAATI Office and proof of identification must be shown by the individual.

An individual who believes that personal information held by NAATI is incorrect must notify NAATI in writing of the relevant corrections (Application to Amend Personal Details). Requests for changes to such details as personal identity, name or qualifications must be accompanied by documentary evidence in support of the request.

5.2 Access by Agents, Family and Similar Parties

Personal information, including test results, will not be disclosed to any other party without the express written permission of the individual to whom the Personal Information relates, except as provided by law (e.g., in response to a legal summons).

It should be noted that this means NAATI will not provide any information about an individual to the spouse of the individual, to any other member of the individual's family, or to any other person acting on behalf of the individual, without the specific written consent of the individual.

6.0 Forms of Consent

The forms of consent that are acceptable for release of information to third parties are via application forms or by other specific written consent such as a facsimile letter and/or hard copy letter signed by the individual, as may be determined by NAATI from time to time.

7.0 Information Released Without an Individual's Consent

From time to time NAATI may be asked to verify the credentials held by an individual. The information that will be supplied by NAATI will be restricted to the verification of an individual's name, NAATI number, photograph (if required) and NAATI credentials.

NAATI may also be required to release information by law in certain circumstances e.g. a subpoena from a court.

8.0 Information not available under this Policy

It should be noted that all test papers remain at all times the property of NAATI and that NAATI does not return completed test materials to applicants. Nor does NAATI release copies of tests and these materials are not included under the NAATI Privacy Policy except for certain specific circumstances e.g. viewing of test results, as may be determined by NAATI from time to time.

9.0 Complaints about Breaches of Privacy

Individuals who consider that a breach of privacy in relation to personal information held by NAATI may have occurred should note their concern in writing to the NAATI Chief Executive Officer in the first instance.

Mail

Chief Executive Officer
National Accreditation Authority for Translators and Interpreters Ltd
PO Box 223, Deakin ACT 2600

Further general information about privacy protection can be obtained from the Office of the Privacy Commissioner by visiting their website at www.privacy.gov.au

10.0 Policy Review

The effectiveness of this policy will be reviewed periodically, at least annually.

11.0 Policy Approval

Policy approved by the Chair of the Board, pursuant to a resolution of the Board.



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Kerry Stubbs
Chair NAATI Board of Directors

Date: 6 May 2011