



Privacy Policy

1. Policy outline

This policy sets out how NAATI (we) collects, uses, discloses, stores, and disposes of personal information.

2. Policy outcome

We are committed to protecting the privacy of the personal information we collect. Our collection, use, disclosure, storage, and disposal of personal information is governed by the *Privacy Act 1988* (Cth) (Privacy Act), which includes the Australian Privacy Principles (APPs), and the *Privacy and Other Legislation Amendment Act 2024* (Cth) (2024 Amendment Act).

We adhere to the APPs in the Privacy Act which regulate how organisations may collect, use, disclose, store and dispose of personal information and how individuals may access and correct personal information held about them.

As an Australian registered charity, we are also subject to the *Australian Charities and Not-for-profits Commission Act 2012* (Cth) (ACNC Act) and the regulations made under the ACNC Act in respect of the handling of personal information.

Where applicable, we also adhere to the *Privacy Act 2020* (New Zealand) (NZ Privacy Act) and the Information Privacy Principles (NZ IPPs) in the NZ Privacy Act.

3. Scope

This policy applies to our handling of the ‘personal information’ we collect and hold, which is broadly defined in and has the same meaning as defined under section 6 of the Privacy Act:

‘Personal information’ means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- (a) whether the information or opinion is true or not, and
- (b) whether the information or opinion is recorded in a material form or not.

This policy also refers to ‘sensitive information’, which is a subset of personal information. Sensitive information includes information or an opinion about an individual’s racial or ethnic origin, political opinions, philosophical or religious beliefs and affiliations, sexual orientation, health or genetic information, and criminal record.

4. Types of personal information collected

We only collect information that is reasonably necessary for our functions and activities which are listed in section 6.1.

The types of personal information we may collect includes:

- (a) biometric and contact information including names, addresses, email addresses, phone numbers, photographs, date and country of birth, residency/citizenship status, education and work experience, and other contact details

- (b) copies of correspondence (emails, meeting minutes, file notes of discussions, Microsoft Teams chat and call logs, NAATI chatbot, other electronic communications) between individuals and us
- (c) payment details (including purchase and payment history)
- (d) copies of documents to assist with proof of identification or travel arrangements (photographs, identification documents)
- (e) test materials, including video and audio recordings, test results, location and records of attendance at test sessions, and test review results
- (f) records of attendance at workshops or seminars
- (g) information about employees and directors as required in the normal course of human resource management and business operations, or
- (h) supplier details including goods and services provided to NAATI by individuals.

Charity-specific privacy considerations

As an Australian registered charity, we handle personal information with additional requirements including:

- (a) maintaining records required by the Australian Charities and Not-for-profits Commission (ACNC)
- (b) complying with ACNC governance standards and reporting obligations, and
- (c) meeting requirements under relevant state and territory legislation where applicable.

5. Collection of personal information

We only collect personal information by fair and lawful means. Where possible, we collect personal information directly from the person to whom it relates with their consent, including through correspondence, complaints, service provision/employment documentation, certification and other applications, test sessions and surveys

We may also collect personal information through:

- (a) video surveillance in public areas of our buildings for safety and security purposes, and
- (b) recording telephone conversations with individuals for training and monitoring purposes, with prior consent from the individual at the time of the call.

Sometimes we collect personal information about an individual from a third party or a publicly available source, but only if it would be unreasonable or impracticable to collect the personal information from the individual.

5.1 Sensitive information

We do not collect sensitive information unless:

- (a) an individual has consented to the collection of the information, or
- (b) the information is reasonably necessary for NAATI's functions and activities, or
- (c) the collection is required or permitted by law.

5.2 Enhanced consent requirements

In accordance with the 2024 Amendment Act that came into effect on 10 December 2024, any consent an individual provides for the collection, use, or disclosure of that individual's personal information must be voluntary, informed, specific, current, and unambiguous. We have strengthened our consent methods to ensure compliance with these enhanced requirements.

5.3 Automated decision-making and AI systems

NAATI uses automated systems and artificial intelligence in certain circumstances, including:

- (a) online application processing and eligibility verification
- (b) fraud detection and security monitoring systems, and
- (c) customer service chatbots and automated response systems.

If we make decisions that significantly affect you using solely automated processing, you have the right to:

- (a) be informed about the automated decision-making
- (b) understand the logic involved and potential consequences
- (c) request human review of the decision, and
- (d) express your point of view and contest the decision.

To request a review, contact info@naati.com.au with details of the decision.

These enhanced transparency requirements for automated decision-making will be fully implemented by 10 December 2026 in accordance with the 2024 Amendment Act.

5.4 The use of cookies

The NAATI website and associated sites such as the myNAATI portal use cookies to accurately determine how many people visit the sites, and to support customers with reducing the number of times they are asked to accept the terms and conditions or log in. Cookies do not give NAATI the ability to view or access your personal information. When you click on a link to an external party website, you will be leaving the NAATI website and NAATI is not responsible for the IT security and privacy measures of those external websites.

5.5 Do you have to provide your personal information when dealing with us?

If you do not provide us with your personal information, we may not be able to provide our services to you, employ you or otherwise deal with you. We will inform you of the reason your personal information is required to complete your interaction or transaction. Where lawful and practicable, we will give you the option of interacting with us anonymously or using a pseudonym.

6. Use and disclosure of personal information

6.1 How does NAATI use personal information?

We collect personal information for the following purposes:

- (a) to provide products and services, such as testing, recertification, delivery of products such as ID cards, registration of New Zealand interpreters, NAATI News or other newsletters, access to the myNAATI portal or Learning Management System, verification of practitioner details, maintaining the NAATI online directory, and to establish an applicant's eligibility to sit a test
- (b) to provide customer service functions, including establishing an applicant's eligibility to sit a test, responding to queries and feedback, and investigating complaints made to us
- (c) for marketing purposes, including to provide information about our services or on behalf of third parties which may be of interest to the recipient or of benefit to the profession
- (d) for research purposes, including to support third parties to conduct research about the sector or where we believe it is of benefit to the profession
- (e) to improve the products and services we provide
- (f) to support human resources management processes

- (g) to facilitate proper governance processes such as risk management, incident management, internal and external audits
- (h) to enable us to conduct our business, including managing supplier relationships, processing payments and meeting our legal and regulatory obligations
- (i) to comply with the ACNC governance standards and reporting obligations, and
- (j) for compliance with relevant state and territory legislation.

We will only use an individual's personal information for the purpose for which it was collected, with the individual's consent, or if required or permitted by law.

Any direct marketing communications will advise recipients how they can opt out of receiving such marketing-related communications.

6.2 How does NAATI disclose personal information?

NAATI may disclose personal information in the following ways:

- (a) applicants' personal information including name and contact details to test supervisors in Australia or overseas to administer NAATI testing
- (b) applicants' personal information including name, contact details and test session details to organisations or individuals who are listed on the application as a sponsor, if applicable
- (c) Certified practitioner's personal details, including name, NAATI credentials, contact details and address as agreed by the individual practitioner, to people searching via NAATI's online directory
- (d) Certified practitioner's personal details, including name, NAATI credentials, location, photograph and past credentials, to people who use NAATI's online verification tool or who make a direct enquiry about the validity of a Practitioner ID or practitioner's credentials
- (e) personal banking details (credit card, bank details, etc.) to a bank or other financial institution to process a transaction, ensuring appropriate security to safeguard the information
- (f) necessary personal information to third parties engaged to provide products or services to us, or on our behalf, such as conference facilities, suppliers of practitioner products or workshop facilitators
- (g) legal advisors where such disclosure is reasonably required to obtain advice, prepare legal proceedings or investigate suspected unlawful activity or serious misconduct, and/or
- (h) as required or permitted by law.

Except as outlined above, we will not disclose personal information without an individual's consent.

Charity specific disclosures

In our capacity as an Australian registered charity, we may also disclose personal information to:

- (a) the ACNC as required by law
- (b) the Australian Taxation Office for taxation purposes
- (c) relevant state and territory regulators for compliance purposes
- (d) members of the public through the ACNC Charity Register (only information that is required to be public under ACNC regulations), and
- (e) government departments or agencies that provide funding to NAATI, subject to confidentiality provisions.

6.3 Enhanced international data transfers

When transferring personal information internationally, we ensure protection through:

- (a) transfers to countries with adequate privacy protections
- (b) standard contractual clauses
- (c) your explicit consent for specific transfers

You have the right to:

- (a) be informed of international transfers
- (b) object to transfers in certain circumstances, and
- (c) retain all privacy rights when information is processed overseas.

7. Storage and disposal of personal information

7.1 How does NAATI keep personal information secure?

We implement reasonable technical and organisational measures to protect personal information from misuse, interference, loss and unauthorised access, modification and disclosure. These measures include:

- (a) physical security over paper-based and electronic data storage and premises
- (b) computer and network security measures, including use of firewalls, password access and two-step authentication, secure servers, encryption for online financial transactions and employee policies about IT security
- (c) restricting access to personal information to NAATI's directors and employees and those acting on our behalf who are authorised and on a 'need to know' basis
- (d) secure destruction of physical copies of personal information
- (e) retaining personal information for no longer than it is reasonably required, unless we are required by law to retain this information for longer, and
- (f) entering into confidentiality agreements with employees and third parties.

NAATI stores personal information of applicants and certified practitioners in secure encrypted digital storage and databases.

7.2 Privacy by design

In accordance with the 2024 Amendment Act we have implemented privacy by design principles throughout our operations. This means privacy considerations are embedded into our systems, processes, and services from the outset of their development and implementation. We conduct privacy impact assessments for new initiatives or significant changes to existing processes that involve personal information.

7.3 How long does NAATI keep personal information?

NAATI keeps personal information for as long as the information is required for the purpose for which the information was collected and in accordance with relevant legislation.

Where NAATI no longer requires your personal information, including where we are no longer required by law to keep this information, we will take reasonable steps to ensure that it is destroyed or de-identified.

7.4 How does NAATI deal with unsolicited personal information?

If we receive personal information that we have not requested, and we determine that we could not have lawfully collected that information under the APPs or NZ IPPs had we asked for it, we will destroy or de-identify the information if it is lawful and reasonable to do so.

8. Enhanced data breach management

The 2024 Amendment Act introduced enhanced data breach notification protocols that came into effect on 10 December 2024.

Notification timelines

Australia: We will notify the Office of the Australian Information Commissioner and affected individuals within 72 hours when required by law.

New Zealand: We will notify the Privacy Commissioner within 72 hours for breaches likely to cause serious harm.

A privacy breach is notifiable when it:

- (a) involves unauthorised access, disclosure or loss of personal information
- (b) is likely to result in serious harm to affected individuals, and
- (c) cannot be remedied by actions we take immediately after becoming aware.

When a breach occurs, we will:

- (a) immediately contain the breach and assess the risk
- (b) notify the relevant privacy commissioners within required timeframes
- (c) notify affected individuals when required, including: (i) description of the breach, (ii) types of information involved, (iii) steps we are taking to address the breach, (iv) steps individuals can take to protect themselves, and (v) our contact information for further information.

We assess whether a breach is likely to cause serious harm by considering:

- (a) sensitivity of the information involved
- (b) whether the information is protected by security measures
- (c) who has obtained or could obtain the information
- (d) likelihood of misuse of the information, and
- (e) potential consequences for affected individuals.

8.1 Complaints about a breach of privacy

Individuals who consider that a breach of privacy in relation to personal information held by NAATI has occurred should contact NAATI's Privacy Officer via email to companysecretary@naati.com.au.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner or New Zealand Office of the Privacy Commissioner.

8.2 Increased penalties for privacy violations

We acknowledge the significantly increased penalties for serious or repeated privacy breaches introduced by the 2024 Amendment Act, which came into effect on 10 December 2024. NAATI maintains robust compliance measures to prevent such violations.

8.3 Statutory tort for serious privacy invasions

Under Australian law, you have the right to take legal action against NAATI if you believe we have seriously invaded your privacy. Under the 2024 Amendment Act, a serious invasion of privacy occurs when:

- (a) a party invades an individual's privacy by intruding upon their seclusion or misusing information relating to them
- (b) the individual had a reasonable expectation of privacy
- (c) the invasion was intentional or reckless and serious in nature, and
- (d) the public interest in privacy outweighs any countervailing public interest.

NAATI is committed to preventing serious invasions of privacy through robust privacy training for staff, strict access controls and monitoring systems, data protection policies and procedures, and proactive identification and remediation of privacy risks.

If you believe your privacy has been seriously invaded, contact NAATI's Privacy Officer via email to companysecretary@naati.com.au or the Office of the Australian Information Commissioner.

9. Accessing and correcting your personal information

9.1 How can I access my personal information?

NAATI test candidates and practitioners can view and update their personal information at any time using the myNAATI portal.

If you cannot view or update your personal information using the myNAATI portal, you can send a request info@naati.com.au.

NAATI does not provide applicants with access to test materials at any time.

9.2 How can I correct my personal information?

An individual who believes that personal information held by NAATI is incorrect must advise NAATI in writing of the relevant corrections. Requests for changes to details such as personal identity, name or qualifications must be made in writing to info@naati.com.au and accompanied by documentary evidence in support of the request.

If we do not agree with the corrections you have requested (for example, because we consider that the information is already accurate, up-to-date, complete, relevant and not misleading), we are not required to make the corrections, and we will advise you in writing of this decision.

9.3 Enhanced privacy rights for individuals

Under Australian and New Zealand privacy laws, you have certain rights regarding your personal information.

Access and correction rights

You have rights to:

- (a) access your personal information (with limited exceptions for test materials)
- (b) request correction of inaccurate or incomplete information, and
- (c) receive notification when corrections are made or refused.

Enhanced rights under Australian law

You have rights to:

- (a) object to certain types of processing of your personal information
- (b) request deletion of your personal information in specific circumstances including when the information is no longer necessary for the original purpose, when you withdraw consent (where consent was the basis for processing), and when the information has been unlawfully processed)
- (c) request your personal information in a structured, commonly used, and machine-readable format for transfer to another organisation (data portability right)
- (d) request limitation of how we use your personal information in certain circumstances.

How to exercise your rights

To exercise any of these rights:

- (a) contact us at companysecretary@naati.com.au with your request
- (b) provide sufficient information to verify your identity, and
- (c) specify which right you wish to exercise and provide relevant details.

We will respond to your request within 30 days.

Limitations

Some rights may not apply in certain circumstances, such as:

- (a) when disclosure would reveal test content or compromise test security
- (b) when required by law to retain information
- (c) when necessary for legitimate business interests that override your privacy interests, or
- (d) when information relates to our legal obligations or potential legal proceedings.

10. Privacy contact information

NAATI privacy contacts

General privacy enquires: info@naati.com.au

Privacy Officer: companysecretary@naati.com.au

Data breach reports: companysecretary@naati.com.au and itservices@naati.com.au

Response timeframes

We aim to respond to privacy enquiries within:

- (a) 5 business days for acknowledgement
- (b) 30 days for substantive response
- (c) 72 hours for data breach notifications

External privacy authorities

Australian Office of the Australian Information Commissioner: www.oaic.gov.au

New Zealand Office of the Privacy Commissioner: www.privacy.org.nz

11. Policy review

This policy will be reviewed:

- (a) every three years in accordance with the NAATI Schedule of Policies
- (b) as soon as practicable upon significant changes to privacy legislation in Australia or New Zealand
- (c) following any notifiable data breach to assess policy effectiveness, and
- (d) when new technologies or services are implemented that may affect privacy practices.

Any changes to this policy must be approved by the Board.

12. Related documents

- *Privacy Act 1988* (Cth)
- *Privacy and Other Legislation Amendment Act 2024* (Cth)
- *Australian Charities and Not-for-profits Commission Act 2012* (Cth)
- *Privacy Act 2020* (New Zealand)
- Relevant state and territory legislation
- Data Breach Management Policy and Procedure
- Complaints Policy
- Customer Service Charter
- NAATI Terms and Conditions

13. Policy approval

Date	Description	Policy Owner	Approval
19 September 2025	Update to incorporate Privacy and Other Legislation Amendment Act 2024 (Cth), charity-specific privacy considerations, enhanced individual rights, automated decision-making, and statutory tort provisions	Company Secretary	Board meeting 179/6.2
27 August 2021	Update to include NZ privacy laws and simplification of presentation	Company Secretary	Board meeting 163/6.7
18 May 2018	New mandatory data breach notification scheme	Company Secretary	Board meeting 145/3.4.2
21 November 2014	General updates	Company Secretary	Board meeting 130/2.1.1
16 May 2014	Legal advice on legislative changes	Company Secretary	Board meeting 127/3.1.2
26 July 2013	Legal review to include online verification tool	Company Secretary	Board meeting 122/4.1.2
6 May 2011	New policy	Company Secretary	Board meeting 112/2.1.2