

# Privacy Policy and Procedure

## Purpose

The purpose of this Policy is to ensure compliance with relevant State and Federal Privacy legislation in managing personal information at Central Australian College.

This policy focuses on Central Australian College commitment in protecting the privacy of its students and staff, and outlines the various ways in which it ensures this protection.

## Scope

This policy and procedure applies to all staff and student as well as prospective students, including any internal and external stakeholders directly or indirectly in contact with Central Australian College (CAC).

## Relevant standards, acts and legislations

CAC collects information about the students and handles personal information in compliance with the Australian Privacy Principles (APPs) under the Privacy Act 1988, and the requirements of the Higher Education Support Act 2003.

## Definitions

Term	Definition
Personal information	Personal information is information or an opinion that identifies an individual or allows their identity to be readily identified from such information. It includes but is not limited to information such as a person's name, address, financial information, marital status or billing details.

## Policy

CAC ensures that:

- personal information is collected in accordance with the law
- suitable storage arrangements, including appropriate filing procedures, are in place suitable security arrangements exist for all records containing personal information
- access to a student's own personal information held by the provider is made available to the student at no charge
- records are accurate, up –to - date, complete, and not misleading
- where a record is found to be inaccurate, the correction is made
- where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment are noted on the record
- the personal information is only to be used and disclosed for the purposes for which it was collected, or for other purposes where expressly allowed by APP

## Procedure

### 1. Collection of personal information

- Central Australian College is required to collect personal information from students in order to process enrolments and obtain the information required to provide suitable training and assessment services.

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- Information collected includes general personal details, and may include details of any disability or health issue that may affect the student’s ability to undertake training and/or assessment activities.
- Central Australian College will only collect personal information that is required for the purposes of employment or education, or in meeting government reporting requirements.
- The Education and Training Reform Act 2006 requires CAC to collect and disclose your personal information for a number of purposes including the allocation to you of a Victorian Student Number and updating your personal information on the Victorian Student Register.
- Central Australian College collects all personal information in writing, either from an employment application and personal details form, or an enrolment form, directly from the person whom the information is about.

## 1.1. Use and disclosure of personal information

- Central Australian College uses personal information of its students for the purposes of meeting AQF requirements for the awarding of national qualifications, and to comply with reporting requirements where relevant, as specified by government regulators.
- Personal information as collected through the enrolment form or through other means will be passed on to government regulators as per legal data collection requirements. This personal information may also be accessed for the purposes of an audit by the ASQA.
- CAC is required to use this sentence in the enrolment forms “the Victorian Government, through the Department of Education and Early Childhood Development, with student and training activity data which may include information I provide in this enrolment form. Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines that are available at <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>. The Department may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, and reporting and/or research activities. For these and other lawful purposes, the Department may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organizations. I have been advised by the training organization that I may be contacted and requested to participate in a National Centre for Vocational Education Research survey or a Department-endorsed project or audit or review.”
- Personal information will not be used in any way other than those outlined in this policy, and any other ways that might reasonably be expected.

## 2.1 Access to personal information

- It is a policy of Central Australian College to allow access to personal files at any time to the person to whom those files relate, upon written request.
- Students may access their files by submitting their written application to Student Administration.
- Students are required provide an acceptable photo identification such as passport or driver’s licences or student ID.
- Students will not be charged any fees to access the student’s records in writing.

## 2.2 Storage and security of personal information

- Central Australian College will take all reasonable steps to maintain the privacy and security of personal information.
- Information stored electronically is kept on a secure server and access is restricted to authorised employees. This server is regularly backed up and kept in a secure location.
- Paper-based documents containing personal information are in a locked filing cabinet and held within a secure area within the CAC premises.

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- Reasonable steps will be taken to destroy or permanently de-identify personal information when it is no longer required for any purpose.

## 2.3 Confidential Information

- Central Australian College will make all reasonable efforts to protect confidential information received from clients or partner organisations during the course of business operations. This information will not be disclosed without the prior consent of the client or partner organisation.

## 2.4 Privacy Statement

A privacy statement is available for all persons in contact with Central Australian College to identify the way in which personal information is handled by the CAC. (Appendix A)

## Responsibility

- Chief Executive Officer
- Student Support Officer
- Administration Officer
- Management Committee

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## Appendix A:

### CAC Privacy Statement

Central Australian College is committed to protecting the privacy of your personal information. This statement explains how we handle your personal information.

This statement only applies to our databases and files and does not cover any State, Territory or Commonwealth Government database or file. You are advised to contact the relevant government agency for a copy of their privacy policy.

Where we use the words ‘we’ and ‘us’ in this document, it means Central Australian College.

#### Your Personal Information

In order to provide you with training, employment and associated services, we may need to collect personal information such as your name, address, work history, qualifications, job seeker identification number, government benefit card, etc.

If you decline to provide your personal information, Central Australian College may not be able to:

- provide the product or service you requested, or
- enter into a business relationship with you.

#### Collection of personal information

Where practicable, we will endeavour to collect personal information directly from you.

Where services are provided on behalf of a Commonwealth and/or State Government Department, we may collect personal information from such government departments and agencies.

We may also need to collect personal information from other third parties with or without your direct involvement or consent, such as an employer. However, this will not include sensitive information.

The Education and Training Reform Act 2006 requires CAC to collect and disclose your personal information for a number of purposes including the allocation to you of a Victorian Student Number and updating your personal information on the Victorian Student Register.

For students eligible for VET FEE-HELP, the following privacy statement also applies:

CAC is collecting the information in this form for the purpose of assessing your entitlement to Commonwealth assistance under the Higher Education Support Act 2003 and allocation of a Commonwealth Higher Education Student Support Number (CHESSN) to you. CAC will disclose this information to the Commonwealth Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE) for those purposes. DIISRTE will store the information securely in the Higher Education Information Management System. DIISRTE may disclose the information to the Australian Taxation Office. CAC and DIISRTE will not otherwise disclose the information without my consent unless required or authorised by law.

#### Use and disclosure

We will use our best efforts to ensure that the information you provide to us remains private and is used only for the purposes you agree to.

We will only disclose personal information to a third party where one or more of the following apply:

- you have given consent (verbal or written)
- it is authorised or required by law, or necessary for enforcement of law
- it will protect the rights, property or personal safety of another person
- the assets and operations of the CAC business are transferred

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You acknowledge to the following statement that CAC is required to provide the Victorian Government, through the Department of Education and Early Childhood Development, with student and training activity data which may include information I provide in this enrolment form. Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines that are available at <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>. The Department may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, the Department may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations. I have been advised by the training organisation that I may be contacted and requested to participate in a National Centre for Vocational Education Research survey or a Department-endorsed project or audit or review.

## Access to personal information

You can access the personal information we hold on you, except when government legislation requires or authorises the refusal of access.

To access your personal information, you will need to contact the Student Administration in writing and specify the type/s of information you wish to view. You will be required to provide proof of identification. There will no fees charged to access the student's records in writing.

## Storage & Security

We will take reasonable steps to maintain the privacy and security of personal information. We ensure this by having such security measures as:

- storing electronic information on a secure server with restricted access
- storing paper-based documents securely on our premises

We will take reasonable steps to destroy or permanently de-identify personal information when it is no longer required for any purpose.

## Resolving privacy concerns

If you wish to raise a concern about a privacy matter, you should contact the Student Administration.

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