

Privacy and Information Policy

Preamble

The Privacy Act 1988 protect the right to privacy of all. As a student or staff member of Australian Ideal College (AIC), your privacy is protected by these acts. This policy aims to define the parameters for the collection, handling and storage of information while at the same time establishing a procedure for dealing with complaints related to breaches of the policy. The Privacy Policy applies across all sections of AIC in relation to all information, electronic and hard copy files and documents.

Policy

1. Collection of Information

a) Personal Information

AIC will only collect personal information that is necessary to the operation of the College. Collection of such information will be undertaken in such a manner as to be seen to be lawful and fair and not intrusive.

When AIC collects personal information directly from an individual (for example when a student applies for a course or a prospective employee applies for a position), it will take reasonable steps to ensure that the individual

- is aware of the purposes for which AIC is collecting the information;
- is aware of the organisations (or types of organisations) to which AIC would normally disclose information of that kind;
- is able to access the information
- has accurate contact information for AIC

b) Sensitive/ Health Information

Generally, sensitive and health information will only be collected with the consent of the individual. Where an individual is incapable of giving consent to the provision of health information, AIC will seek the consent of an authorised representative such as guardian or next of kin

c) Collection of Personal Information from Third Party

While AIC generally collects personal or health information directly from the relevant individual, in some cases we may collect it from a third party, such as an education agent. Where AIC collects information about an individual from a third party (for example if a student authorises a parent, spouse or partner to register for them on their behalf), AIC will still take reasonable steps to ensure that the individual is made aware of the details set out above.

d) AIC Staff Obligations for Collection of Personal Information

If a staff member collects, uses, discloses or handles personal information on AIC's behalf, the staff member must meet the relevant requirements of the Information Privacy Principles set out in the relevant Acts as mentioned in the preamble of this policy. Staff members must only collect, handle, use, disclose and store the information for the agreed purposes only.

2. Types of information collected

AIC collects personal information from staff, students, and prospective students, past students, education agents and external contractors. Personal information that AIC collects includes:

- Names
- Student Identification Numbers
- Addresses
- Emergency Contacts
- Photographic Identification (for student ID cards)
- Health Information (Health Information is only collected with individual consent for the purpose of counseling, to ensure student needs are being met under the Access and Equity policy, in order to refer students to appropriate medical practitioners and to confirm reasons for absences in line with Department of Home Affairs (DHA) attendance requirements for students on Student Visas. AIC will only collect health information where it is necessary to do so, and will not use the information other than for the purpose that it is provided, without authorization from the individual concerned.

3. Notification related to privacy and information

When AIC collects personal information, health information or sensitive information, it will ensure that individual is properly notified of the following:

- why information is being collected about them;
- who else the information may be provided to;
- other relevant matters.
- The Privacy Statement will be published in the following:
 - Student Handbook
 - Student Enrolment form
 - AIC websites

4. Use of Information

a) Purpose of Collection The main functions of AIC are to provide teaching and student services, together with ancillary services, which may support students and staff in their study or work at AIC. Some information needs to be collected by AIC, as the government requires the information for official purposes.

Information is collected for:-

- Enrolment in AIC Courses
- Provision of access to AIC facilities
- Maintenance of Student Records and Results
- Communication with previous, current and prospective students in relation to AIC Activities
- Participation in Research
- Maintenance of Records of External Parties including government departments
- Other reasons directly related to the activities of AIC

b) Disclosure of Personal Information

AIC will only disclose personal information that it collects to staff (including our agents) that require access to undertake AIC activities. This will generally be the primary purpose of the collection of the personal information.

AIC will not disclose personal information to other third parties without the consent of the individual, except where the disclosure is authorised under privacy laws.

5. Currency of information

AIC will take all reasonable steps to ensure the personal information collected, used or disclosed is accurate, complete and up-to-date. This may require students and staff to correct the information from time to time. Currency of student address information is a requirement of DHA and students are required to ensure that the College has accurate information in relation to this.

6. Security of information

AIC will take all reasonable steps to protect the personal information held from misuse and loss and from unauthorised access, modification or disclosure. This will include ensuring that all electronic systems are protected through electronic passwords, and departments that hold hard-copy files not stored in the Administration Section are secure. AIC will also ensure that electronic back-up copies are safely secured.

7. Government Identification numbers

AIC student identification numbers will not be the same as those allocated by government departments such as the Department of Education. Nor will AIC disclose such numbers to a third party except to the extent permitted by the Privacy Laws.

AIC will only assign identification numbers to individuals if the assignment of identifiers is reasonably necessary to enable it to carry out its functions efficiently. For example, both staff and student identification numbers are necessary to enable AIC to carry out its functions.

8. Removal/ Destruction of Information

While all records will be securely stored until no longer needed, AIC will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose for which information was provided. Personal information will only be removed/ destroyed by secure means.

9. Provision of Information to external parties

In the event that it is necessary to transfer information to an external organisation or party AIC will only transfer personal information if the external party has similar procedures in relation to the collection, storage, use and disclosure of personal or sensitive information where:

- an individual provides consent to the transfer of information
- the transfer of information is for the benefit of the individual

Where AIC transfers any personal or sensitive information to a third party, including interstate or overseas campuses or offices, it will ensure that AIC's privacy obligations travel with the personal information.

10. Transfer of Health Information to a Health Service Provider

AIC's Counseling Service will only transfer information to Health Service Providers where:

- Requested by the individual, or
- Requested by a Health Service Provider that is authorised by the individual

Implementation

1. Access to Personal Information

AIC will provide access to personal information under:

- Freedom of Information legislation
- Legislative Obligations
- Individual Consent Arrangements

a) Staff Access to Personal Information (student and staff)

- Staff will only be provided with access to such personal information as is necessary to carry out their responsibilities.

- Directors of Studies, Administration Manager and Student Services are required to maintain a register of staff who are given access to personal information collected by AIC and whether the staff member may amend or delete the information.

b) Access to Employee Records

The Freedom of Information Act requires that staff have access to their records. Staff may request access to their employee records from:

- The Administration Manager and Student Services – for records held by the Administration Department
- Director of Studies, for locally held records

2. Disclosure of Personal Information

The disclosure by AIC of all personal, health and sensitive information is subject to the Freedom of Information Act.

AIC will disclose personal information to a third party on request of an individual, where it receives a written authorisation (signed) by the individual to be released for a specified purpose. The Administration Manager and Student Services must co-sign written authorisation will not be required where the disclosure is authorised by law.

3. Privacy Management Procedures

- All Managers have primary responsible for privacy compliance in their department.
- Managers must ensure that all staff are aware of the Privacy of Information Policy as it applies to their department.
- Where a Manager is responsible for an information technology system, they are required to ensure that the applicable system complies with privacy legislation.
- AIC will not acquire or implement information systems that are not privacy compliant.

4. Breach of policy

a) Procedure for dealing with breach of policy

The following procedure will apply if an individual considers that AIC has breached the privacy principles in respect of that individual:

- A written complaint must be forwarded to the Administration Manager and Student Services within three (3) months of the time the complainant first became aware of the apparent breach. The complaint must specify details of the apparent breach in writing.
- The Administration Manager and Student Services must make a determination on a complaint/request to access information within thirty (30) days of receipt of the complaint, and advise the complainant in writing.
- If the Administration Manager and Student Services determines that there has been a breach of the policy, he or she will, notify the complainant, advise relevant AIC personnel in writing and take any action required in order to remedy the breach. If the breach is capable of being rectified and is not rectified within thirty (30) days of the advice from the Administration Manager and Student Services the Principal must be informed.

b) Consequences of Breach of policy

Disciplinary action may be instigated against any staff member who breaches this policy, which may result in the employee being summarily dismissed in circumstances that the AIC considers there to have been a serious breach.

Policy Review

The policy will be reviewed as part of the three year policy review cycle.