

Student Privacy Policy and Procedure

Policy Purpose

The College treats the privacy of its students, clients and employees very seriously as a matter of respect for each person's fundamental right to privacy of their personal information. This policy document serves to outline the College's commitment to privacy in accordance with the Information Privacy Principles (IPPs) set out in the Commonwealth Privacy Act 1988 and the requirements of the Higher Education Support Act 2003 and to ensure high standards of confidentiality and security.

Policy Scope

This policy deals with the collection, use and disclosure, security and access to personal information. It applies to all students who study at Think: Colleges Pty Ltd.

Definitions

Refer to *Glossary of Terms*.

Policy Content

Collection

The College collects personal information in order to assist in the provision of its services. Personal information will not be collected unless it is relevant for a purpose directly related to a function or activity of the College and will only collect information by lawful means. Where the College collects personal information for inclusion in a record, it will take all reasonable steps to ensure that the individual is made aware of the purpose for which the information is being collected. The College shall not collect personal information by unlawful or unfair means.

Student details are collected for the purposes of: processing enrolments and enquiries; communicating accurately with students; matching courses with students' needs; dispatching course information; enrolment procedures; delivering course materials; managing record keeping processes and student account details; compiling statistics and market research.

The College will ensure that the collection of personal information does not intrude to an unreasonable extent upon the personal affairs of the individual concerned and that information collected is up to date and complete.

College websites may use cookies and IP address data in order to collect statistical information regarding website usage; IP addresses are not matched with personal information.

For details on data storage and security, see the *Record Management and Version Control Policy and Procedure*.

Use & Disclosure

Think: Colleges acknowledges and respects the privacy of individuals. We advise that the information you provide is "personal information" as defined by the Privacy and Personal Information Protection Act 1998. This information is collected for the purposes of processing your registration application or enquiry, keeping you informed of upcoming events and assisting us in improving our educational service. This information includes but is not limited to your personal contact details, course enrolment details and changes, and the circumstances of any suspected breach by the student of a student visa condition.

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The College uses the personal information only for the purpose that it was provided in order to provide products or services, to communicate with students and staff and to communicate with nominated people in the event of an accident or emergency. The College does not provide or sell personal information to external companies for the purposes of marketing. The College also collects statistical information in order to improve the level of service provision; however none of this information may be directly attributable to any individual.

The College may be required to provide personal information to external organisations including the Australian Government and designated authorities in order to provide specific services and as required by law. This may include, but is not limited to sharing information with the Department of Immigration and Citizenship (DIAC); Department of Education, Employment and Workplace Relations (DEEWR); Australian Council for Private Education and Training (ACPET); the Tuition Assurance Scheme and ESOS Assurance Fund Manager; state and national regulatory bodies including VETAB (NSW), DETA (QLD), VRQA (VIC), Board of Studies (NSW), AUQA, and NEAS; and with College representatives/agents in order to provide overseas students with services. This information includes personal contact details, course enrolment details and changes and the circumstances of any suspected breach by the student of a student visa condition (National Code 2007, Standard 3.1). The College may also disclose information if it is reasonably believed to be necessary to prevent or lessen a serious threat to life or health of any person.

Where health-related information is provided to the College during a consultation with a practitioner or a student practitioner, the information may be accessed by College staff and other practitioners or student practitioners for the purposes of providing further services.

Personal information will not be disclosed to a third party, other than as described above, without the written consent of the individual concerned.

Data Quality

The College relies on students and clients to advise of changes in personal information in order to maintain complete, accurate and up-to-date records. Overseas students have a legal obligation to inform the College of any change in personal details such as postal address, contact number etc. The College will ensure that records are accurate, up-to-date, complete, and not misleading. The College requests updated information from students as part of the re-enrolment procedure; see the *Admissions and Enrolment Policy and Procedure*.

Access and Correction

All students, clients and employees have the right to inspect their own personal information held by the College free of charge. An individual may apply to receive a copy of their personal information held by the College. The College may charge a nominal fee for this service. Student information cannot be released to parents, partners or any other external party without the student's written consent. Disclosure to a third party will only be granted after receiving written permission.

Where a record is found to be inaccurate, a correction will be made. Where an individual 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.

To access personal information, a *Request to Access Personal Information* form needs to be completed and submitted to Think: Student Services for student requests, and submitted to the HR Manager for employee and client requests.

If a student gives written consent to release certain information a record of the written consent must be held on the student file.

Commonwealth Assistance

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Personal information may also be collected to assess an individual's entitlement to Commonwealth assistance under the Higher Education Support Act 2003 and to allocate a Commonwealth Higher Education Student Support Number (CHESSN). Think: Colleges will disclose this information to the Department of Education, Employment and Workplace Relations (DEEWR) for these purposes. DEEWR will store the information securely in the VET FEE-HELP IT System (VITS). DEEWR may disclose information to the Australian Taxation Office. Personal information gathered for these purposes will not otherwise be disclosed without the individual's consent unless required or authorised by law.

Complaints

Complaints regarding a privacy matter will be handled in accordance with the Colleges *Non Academic Grievance Policy and Procedure*.

Alternatively complaints may be addressed to the Federal Privacy Commissioner as follows:

Office of the Federal Privacy Commissioner

GPO Box 5218

Sydney NSW 1042

www.privacy.gov.au

Relevant legislation

Privacy and Personal Information Protection Act 1998 (NSW)

Privacy Act 1998 (Commonwealth)

Privacy Amendment (Private Sector) Act 2000

Procedure for Implementation

Procedure for Student to request Access to Personal Record:

1. The student will complete a *Request to Access Personal Information* form available from Think: Student Services or the website
2. The student will forward the completed form to Think: Student Services
3. Think: Student Services will then arrange a time with the Student to come into Think: Student Services to view the contents of their personal file. The student will also be invited to view their file in the electronic database.
4. The student will sign and date the *Request to Access Personal Information* form at the bottom to confirm that they have sighted their record.
5. A copy of this form is given back to the student and the original filed in the students file

Procedure for safeguarding confidential information obtained:

1. All staff are required as part of their employment contract to sign a *Confidentiality Clause*.
2. All new staff are given access by the IT Team to selected areas (as required) of the College computer Network
3. All new staff are given access by the Director of Strategic Projects to selected areas of The Student Records Management System, the online database (as required).
4. Access to the Locked Storeroom where student files are kept is restricted.
5. Staff wishing to enter the storeroom must be accompanied by approved staff.

This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

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Publication

These procedures are to be published for students on the Think: Colleges website and in the Student Handbook to ensure current and prospective students have up to date and accurate information publicly available to them.

Responsibility	Group Academic Director	
Record Management	Request to Access Personal Information form Confidentiality Clause Student File The Student Records Management System	
Reference	Glossary of Terms Record Management and Version Control Policy and Procedure Admissions and Enrolment Policy and Procedure Non-Academic Grievance Policy and Procedure	
Policy Developed By	Group Academic Director	
Policy Approved By	CEO	Date: 24 July 2008
Policy Complies with	AUQA, AQTF 2007 and National Code 2007	
Version Number	6.1	
Revision Date	Issued - 5 February 2008 Revised - 14 th May 2008 Revised - July 2008 Revised - March 2009 Revised - April 2009 Revised - June 2009 Revised - May 2010 Revised - February 2012 (header and footer only)	