5.7

Title | PRIVACY OF INFORMATION
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PRIVACY OF INFORMATION

1 Introduction

1.1 SCBIT acknowledges and respects the privacy of individuals. We are required under the Privacy Act 1988 (Commonwealth) and The Privacy Amendment (Private Sector) Act 2000 to comply with the National Privacy Principles in respect of the collection, use and disclosure of personal information from individuals.

2 Collection of personal information

2.1 SCBIT only collects personal information for the purposes of processing applications to enrol in our courses, and providing other services necessary to our business, or if there is a legal requirement to do so.

2.2 SCBIT only collects personal information by lawful and fair means not in an unreasonably intrusive way.

2.3 SCBIT only collects sensitive information (such as ethnicity, health) in order to provide services necessary to our business.

2.4 SCBIT will only collect sensitive information if it is necessary for us to be able to provide our services to the student, and only then with the student’s express consent.

3 Use of personal information

3.1 SCBIT only uses personal information for the primary purpose for which it is collected which is to provide education services.
3.2 Internally, SCBIT have controls and procedures in place to ensure that the personal information that is collected remains confidential to those staff who may need to access the information for business purposes. (See 5.4)

3.3 All of SCBIT staff are trained in privacy and are bound by duties of confidentiality.

4 Disclosure of personal information

4.1 SCBIT will not sell or trade in personal information, or allow third parties to use that personal information for their own purposes.

4.2 The information that is collected may be disclosed to a student’s agent where applicable to enable us to provide our services to the student.

4.3 An exception to this is where we may be required by law to disclose certain information.

4.4 Staff members’ personal information will not be given to students or any third party, unless permitted by staff member.

5 Security of personal information

5.1 SCBIT will take reasonable steps to ensure that all information that is collected used or disclosed is accurate, complete, up-to-date and stored in a secure environment accessed only by authorised persons. SCBIT aims to achieve best industry practice in the security of personal information which we hold.

5.2 It is SCBIT policy to destroy personal information once there is no longer a legal or business need for us to retain it.

5.3 The Privacy Amendment (Private Sector) Act 2000 regulates the way that private sector organisations can collect, use, keep and disclose personal information. It gives individuals the right to know what information an organisation holds about them and a right to correct that information if it is wrong.

5.4 SCBIT will take reasonable steps to protect personal data by:

a Ensuring fair and lawful processing and retention of personal data.

b Establishing that personal data is kept only for specific and registered lawful purposes.

c Ensuring that there are no wrongful disclosures of personal data.
d Ensuring that the personal data kept is relevant to SCBIT’s business only.

e Ensuring that personal data is maintained so that it is accurate and up to date.

f Establishing that personal data is not kept for longer than necessary.

g Setting out rights for data subjects to have access to personal data held concerning themselves.

h Ensuring that adequate security measures are taken against unauthorized access, alteration, distribution or accidental loss.

5.5 SCBIT will ensure that staff involved with personal data are conversant with and observe these basic principles as part of their normal duties. Disciplinary procedures may be taken against any individual or individuals not observing this policy. (See appendix B)

6 Publicising student’s rights regarding information

6.1 SCBIT will inform students, through the Student Handbook and website, of the Privacy Policies.

APPENDIX A

Following is the information that the Privacy Act requires us to communicate to all of our clients.

Your personal information

SCBIT keeps personal information on each student including:
- Name, address, date of birth, country of residence, agents details, allergies and illnesses
- Application form and letter of offer
- Passport, Visa and medical insurance card numbers
- Employment history (if provided by the student)
- Academic qualifications and details of Recognition of Prior Learning (RPL)
- IELTS and TOEFL scores
- Course and unit enrolments and marks and grades achieved
- Financial details
- Attendance records including medical certificates supplied to support absences
- Any other correspondence between SCBIT and the student

How SCBIT collects personal information
- Directly from the student or from their agent
• The student accessing a secure site on the SCBIT portal to update personal information
• From Australian Government Departments
• Directly from staff members

How SCBIT uses your personal information
Students:
• Correspondence
• Assessing applications to study at SCBIT
• To assist students in emergency situations
• Conferring Awards for study
• Meeting Australian Government legislative requirements eg. Reporting on student attendance and academic progress
• Releasing academic records to other academic institutions to which students may choose to apply

Help SCBIT to ensure we hold accurate information

SCBIT takes all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date. However the accuracy of the information depends on you advising us if there are any errors in your personal information and keeping us up-to-date with any changes such as address and telephone numbers.

You can access your personal information
All students can access their personal information held by SCBIT. Contact the Campus Director to view your records. He will arrange an appointment for you. During this meeting you will be shown your total student file and all notes SCBIT has on file about you. We will also answer any questions you may have.

Access, correction and concerns
SCBIT will provide access to personal information upon request by an individual, unless a request is unreasonable and the National Privacy Principles would permit SCBIT to decline that access (for instance, where granting access would infringe another person's privacy, or where the request for access is frivolous or vexatious).

If you believe that the information SCBIT holds about you is incorrect, or if you have concerns about how SCBIT is handling your personal information, or you want to organise access to the information SCBIT holds about you, please contact the Compliance Officer.
APPENDIX B  - FOR STAFF

Following is the information that the Privacy Act requires us to communicate to all of our staff.

PROTECTION OF PERSONAL DATA

It is important that all staff involved with personal data is conversant with and observe these basic principles as part of their normal duties. Disciplinary procedures may be taken against any individual or individuals not observing this policy.

- Do not allow personal data to be entered into SCBIT’s computerised systems if you know or suspect it to be incorrect, or if the source or nature is doubtful.
- Do not input personal data in a form that could be considered offensive by the data subject.
- Only collect and input personal data, which is relevant for the purpose.
- Ensure that personal data is not displayed on a screen for longer than is necessary, that the terminal is not left unmanned and that the screen is not visible to passing individuals.
- Do not leave personal data in a situation where unauthorised persons could examine it and/or extract information.
- Ensure you dispose of personal data in a secure manner.
- Log off from your computer to prevent unauthorised use of the computer and the data
Procedures attached

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Documents attached

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<tr>
<td>5.7.1</td>
<td>Personal Information Form</td>
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Context

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<tbody>
<tr>
<td>VET Quality Framework. Standards for NVR Registered Training Organisations</td>
<td>SNR(s) 17.4 The NVR RTO manages records to ensure their accuracy and integrity; 16.3, 16.5, 16.7</td>
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<tr>
<td>National Code of Practice (2007)</td>
<td>Standard (s) 6 Student Support Services, 1, 2, 4, 8, 14.</td>
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<td>Other relevant legislation</td>
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### 9.0 Revision history

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<thead>
<tr>
<th>Revision no</th>
<th>Date</th>
<th>Description of modifications</th>
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<tr>
<td>1</td>
<td>22 May 2009</td>
<td>Significantly modified, Incorporation of Information Protection policy (15) Reference Number changed.</td>
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<tr>
<td>2</td>
<td>5 August 2011</td>
<td>• VET Quality Framework. Standards for NVR Registered Training Organisations&lt;br&gt;• Documents to be updated</td>
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### Documents to be updated after amendments

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<th>ID of document</th>
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<tr>
<td>5.7</td>
<td>Privacy of Information Policy</td>
<td>College Website, Academic Portal, VET Academic (Q) drive, QA Compliance (S) drive</td>
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<td></td>
<td>College brochure</td>
<td>Key Policies and Procedures</td>
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<td>College Website</td>
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<td>Student Handbook</td>
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