



Document ID:	ACN0.3 Privacy Policy
Responsibility:	Manager, Admissions
Version No:	2
Issue date:	11/05/2009

POLICY TITLE: PRIVACY POLICY

AMENDMENT HISTORY:

Issue Date:	Summary of Changes
04/05/2008	Initial implementation of Policy
11/05/2009	Rebranding



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PURPOSE:

This policy will set out guidelines and procedures for the collection, storage and use of personal information relating to its students, staff and other clients.

SCOPE:

This policy applies to staff members who have access to ACN Student information.

The overall responsibility for privacy of information for the College resides with the College Principal, with the day to day management delegated to the Manager, Admissions. The Manager, Admissions is the first point of contact for privacy matters including general information, requests to access and/or amend personal information, and for internal review and resolution of complaints.

ACN's Privacy Policy has been developed in accordance with the Commonwealth Privacy Act 1988 and the National Privacy Principles (NPPs) which apply to private sector organisations.

POLICY

Collection of Personal Information

Personal information is defined as any information that would allow an individual to be identified. Personal information can be an opinion, which need not be true, or anything from which the person's identity could be reasonably ascertained. Common examples of personal identifiers are name, date of birth, physical characteristics and most commonly, staff or student identification numbers.

ACN collects personal information through a variety of paper and electronic formats in regards to its staff, students and external clients. All information collected is for the purposes of the operations of the College, or where dictated by legislative guidelines.

Individuals can obtain information in regards to the collection of personal information from the Manager, Admissions.

Disclosure of Personal Information

Principle 2 of the National Privacy Principles outlines the situations in which an organisation can disclose personal information to a third party. As a general rule, ACN will not use or disclose personal information unless the person about whom the information relates is aware of, or has consented to, the use or disclosure of their information.

Personal information may be disclosed where an individual has consented to the disclosure, and a common example is where students permit the release of information to their agent and/or parents. In addition, information may be disclosed in situations where individuals have been informed of the usual practice of disclosure, such as the transfer of results to La Trobe University.

In rare circumstances information in regards to an individual may be disclosed where:

- There is a serious and imminent threat to a person's life, health or safety;
 - There is a requirement under law, or authorised by law, or
 - There is a requirement under an enforcement body.
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Statutory Requirements for Collection and Disclosure of Personal Information

ACN is required to collect and disclose information during a student's admission and enrolment to the College in order to meet our obligations under a range of legislative requirements.

Common examples of the disclosure of information include:

- Department of Education, Employment and Workplace Relations - statistical information about student enrolment, educational background country of birth, or where a student has requested financial assistance with tuition fees.
- Australian Taxation Office - in relation to HECS-HELP or FEE-HELP where students may defer fee payment through the taxation system.
- Department of Immigration and Citizenship - reporting requirements of matters related to students on student visas.
- Centrelink - enrolment information on domestic students accessing Centrelink benefits
- Worldcare Assist - where international students pay their Overseas Student Health Cover through ACN
- Fund Manager of the ESOS Assurance Fund - tuition assurance for international students
- Australian Council for Private Education and Training - administration of the Australian Student Tuition Assurance Scheme and International Student Tuition Assurance Scheme.

The authority to collect this information is contained in the *Education Services for Overseas Students Act 2000*, the *Education Services for Overseas Students Regulations 2001*, the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007*, the *Higher Education Support Act 2003*, *Social Security (Administration) Act 1999* and *Student Assistance Act 1973*. Information collected about you can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager.

Access to Personal Information

Individuals can obtain information about personal information which the College may hold about them by contacting the Manager, Admissions.

ACN also provides students with the opportunity to review and amend their personal information through the ACN Portal.

Requests for access to personal information must be made in writing to the Manager, Admissions.

Storage and Security of Personal Information

ACN ensures that personal information is protected against loss, unauthorised access, use, modification or disclosure, other misuse.

ACN takes all reasonable steps to destroy hard copies of personal information that is no longer required, and destruction of personal information is undertaken by secured means.



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Grievance and Review Procedures

If an individual believes that their personal information has not been dealt with in accordance with an NPP they may lodge a grievance with ACN.

The grievance should be lodged with the Manager, Admissions in the first instance for resolution.

REFERENCES:

Policy Number:	Policy Title
STS 4.2	Complaint and Grievance Policy
REFERENCE ACN 0.3 R1	National Privacy Principles (Extracted from the Privacy Amendment (Private Sector) Act 2000.doc