

## Privacy and Personal Information Policy

This policy ensures that Careers Australia College of Healthcare meets its obligations under AQTF 2007 and is consistent with its scope of registration and scale of operations. Careers Australia College of Healthcare ensures that compliance with Commonwealth, state/territory legislation and regulatory requirements relevant to its operations is integrated into its policies and procedures and that compliance is maintained.

Careers Australia College of Healthcare recognises the importance of protecting personal information, which it may be required to collect from individuals who become associated with its business. In collecting personal information Careers Australia College of Healthcare will comply with the privacy requirements of the *Higher Education Support Act 2003* and the information privacy principles set out in the *Privacy Act 1988*.

For the purpose of this Policy, “information” is described as:

“Personal information” means information relating to an individual, including an opinion, which may be provided to Careers Australia College of Healthcare as part of its business requirements either in material form or not, and whether true or not. Such information may personally identify an individual or make the person’s identity reasonably apparent.

“Sensitive information” means information or an opinion about an individual’s racial or ethnic origin, political opinions, membership of a political association, religious beliefs, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual practices, criminal record or health information.

Careers Australia College of Healthcare takes its obligations under the Privacy Act seriously, and as such, will take all reasonable steps in order to comply with the Act and protect the privacy of personal information that it holds.

### Collection and Use of Information

Careers Australia College of Healthcare may require the collection of personal information from individuals to enable it to provide its products and services or for the purposes of employment. The reasons for the collection of personal information include, but are not limited to:

- Enrolment and participation in a course of study
- Application for Commonwealth assistance
- International student visa requirements
- Taxation
- Superannuation
- Other legal requirements.

Careers Australia College of Healthcare may collect and hold personal information, such as, but not limited to, names of individuals, addresses, telephone numbers, facsimile numbers, e-mail addresses, titles, professional affiliations and academic records. These details are collected for the purpose of Careers Australia College of Healthcare providing services to customers and clients, and the selling and marketing of our products and extended range of services.

Where possible, Careers Australia College of Healthcare will collect the information directly from the individual.

Careers Australia College of Healthcare acknowledges that there is no obligation for an individual to provide it with personal information. However, if an individual chooses not to provide Careers Australia College of Healthcare with personal details, it may not be able to provide the individual with a full range of services.

### **Disclosure of personal information**

Personal information about students (including international students) studying with Careers Australia College of Healthcare may be shared with the Australian Government and designated authorities, including the ESOS Assurance Fund Manager and the Australian Council for Private Education and Training as manager of the Tuition Assurance Schemes of which Careers Australia College of Healthcare is a member. This information may include personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach of a student visa condition.

Careers Australia College of Healthcare will not disclose an individual's personal information to another person or organisation unless:

- a) the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;
- b) the individual concerned has given written consent to the disclosure;
- c) Careers Australia College of Healthcare believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
- d) the disclosure is required or authorised by or under law; or
- e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, Careers Australia College of Healthcare shall include in the record containing that information a note of the disclosure.

Any person or organisation to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

In the event that sensitive information is collected by Careers Australia College of Healthcare, it will not be used for any purpose without the express permission of the individual or as required by law.

### **Commonwealth assistance**

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). Careers Australia College of Healthcare will disclose this information to the Department of Education, Employment and Workplace Relations (DEEWR) for these purposes. 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.

### **Storage, Access and Retention of Personal Information**

Careers Australia College of Healthcare will take all reasonable steps to protect the security of the personal information that it holds. This includes appropriate measures to protect electronic materials and materials generated and stored in hard copy.

Careers Australia College of Healthcare will store securely all records containing personal information and take all reasonable security measures to protect personal information collected from unauthorised access, misuse or disclosure.

Careers Australia College of Healthcare will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up to date and complete.

Careers Australia College of Healthcare will make available for inspection all personal information that it holds in relation to an individual upon written request. There is no charge for an individual to access personal information that Careers Australia College of Healthcare holds about them; however we may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request.

Written requests for access to or to obtain a copy of personal information held by Careers Australia College of Healthcare should be sent to:

General Manager  
PO Box 1433, Fortitude Valley, QLD 4006

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. 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 will be noted on the record.

Where information held by Careers Australia College of Healthcare is no longer required to be held, and the retention is not required by law, then Careers Australia College of Healthcare will destroy such personal information by a secure means.

### **Compliance**

If an individual has any concerns regarding the privacy of personal information, then the individual may lodge a complaint to the General Manager as per the *Complaints, Grievances and Appeals Policy and Procedure*.

### **Publication**

This *Privacy and Personal Information Policy* will be made available to students, prospective students and other individuals by publication on the College's website (<http://www.careersaustralia.edu.au/Healthcare/index.html>).