



Privacy and Personal Information Policy and Procedure

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1 PURPOSE

- 1.1 In the course of its business, Polytechnic Institute Australia ('PIA') may collect information from students or persons seeking to enrol with the Institute, either electronically or in hard copy format, including information that personally identifies individual users. PIA may also record various communications between itself and individuals.
- 1.2 This policy and procedure supports PIA's commitment to comply with the requirements of the Australian Privacy Principles (APPs) set out in the *Privacy Act 1988* as amended by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, when collecting personal information.

2 SCOPE

- 2.1 This policy and procedure applies to all PIA's students, staff, and all the personal information collected in the course of performing necessary business operations.

3 POLICY STATEMENT

- 3.1 PIA will only collect personal information from individuals by fair and lawful means which is necessary for the functions of the Institute. PIA will only collect sensitive information with the consent of the individual and if that information is necessary for the functions of the Institute.
- 3.2 The information requested from individuals by PIA will only be used to provide details of study opportunities, to enable efficient course administration, to maintain proper academic records, to assess an individual's entitlement to FEE-HELP assistance, to allocate a Commonwealth Higher Education Student Support Number (CHESSN), and to report to government agencies as required by law. If an individual chooses not to give PIA certain information then the Institute may be unable to enrol that person in a course or supply them with appropriate information.

4 PROCEDURES

Disclosure of Personal Information

- 4.1 The information that an individual provides may be disclosed to organisations that run courses in conjunction with PIA.

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- 4.2 Personal information about students studying with PIA may be shared with the Australian Government and designated authorities, including the Tertiary Education Quality and Standards Agency (TEQSA), the Commonwealth Department with responsibility for administering the *Higher Education Support Act 2003*, the Tuition Assurance Scheme Manager (Australian Council for Private Education and Training), and the Tuition Protection Service (TPS). This information includes personal and contact details, course enrolment details and changes, and, in the case of international students, the circumstance of any suspected breach of a student visa condition.
- 4.3 PIA will not disclose an individual's personal information to another person or organisation unless:
- 4.3.1 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; or
 - 4.3.2 the individual concerned has given written consent to the disclosure; or
 - 4.3.3 PIA has reasonable grounds to believe 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; or
 - 4.3.4 the disclosure is required or authorised by or under law; or
 - 4.3.5 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.
- 4.4 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, PIA shall include in the record containing that information a note of the disclosure.
- 4.5 PIA will only disclose information to an overseas recipient if that disclosure relates to an individual's course containing an overseas component (study or practicum). PIA will take all reasonable steps to ensure that any overseas recipient complies with the APPs. Overseas agents may collect information on behalf of PIA where an individual from a foreign country seeks to study in Australia.
- 4.6 Any person or organisation that collects information on behalf of PIA or 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 collected by them or supplied to them.

Security and Integrity of Personal Information

- 4.7 PIA is committed to ensuring the confidentiality, security and integrity of the personal information it collects, uses and discloses.
- 4.8 PIA will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is accurate, up to date and complete.
- 4.9 PIA will store securely all records containing personal information and take all reasonable security measures to protect personal information it holds from misuse, interference, loss, unauthorised access, modification or disclosure.
- 4.10 Where PIA has no further use for personal information for any purpose disclosed by the Institute, or is no longer required to maintain that personal information, the information will be securely destroyed and/or de-identified, in accordance with PIA's *Record Management, Retention, Disposal and Security Policy and Procedure*.

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Right to Access and Correct Records

- 4.11 Individuals have the right to access or obtain a copy of the personal information that PIA holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for an individual to access personal information that PIA holds about them; however the Institute 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 ten (10) days of receiving their written request. Where it is reasonable to do so, access to the information will be provided in the manner requested by the individual.
- 4.12 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 as soon as practical. 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. There is no charge for making a request to correct personal information.
- 4.13 Written requests for access to, to obtain a copy of, or to correct personal information held by PIA should be sent to:

The Registrar
Polytechnic Institute Australia
Level 16, 233 Castlereagh Street
Sydney, NSW,2000.

Complaints about an Alleged Breach of the APPs

- 4.14 Where an individual believes that PIA has breached a Privacy Principle in relation to that individual, they may lodge a complaint using PIA's grievance handling procedures, which enable students and prospective students to lodge grievances of a non-academic nature, including grievances about handling of personal information and access to personal records.

Publications

- 4.15 This policy and procedure will be made available to students and persons seeking to enrol with PIA by publication on the Institute's website (www.pia.edu.au). Alternatively, a copy of this policy may be requested by contacting the Registrar using the contact details provided above.
- 4.16 In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties, as outlined in this procedure, PIA will advise students on enrolment about these procedures and where they are located.

5 DEFINITIONS

- 5.1 Terms not defined in this document may be in the PIA glossary.

6 RELATED LEGISLATION AND DOCUMENTS

Documents

Record Management, Retention, Disposal and Security Policy and Procedure

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Higher Education Standards Framework

- 6.1 This policy and procedure complies with the Higher Education Standards Framework (Threshold Standards) 2015, Standard 7.3, which states:
3. Information systems and records are maintained, securely and confidentially as necessary to:
 - a. maintain accurate and up-to-date records of enrolments, progression, completions and award of qualifications;
 - b. prevent unauthorised or fraudulent access to private or sensitive information, including information where unauthorised access may compromise academic or research integrity;
 - c. document and record responses to formal complaints, allegations of misconduct, breaches of academic or research integrity and critical incidents; and
 - d. demonstrate compliance with the Higher Education Standards Framework.

7 FEEDBACK

- 7.1 PIA staff and students may provide feedback about this document by emailing policy@pia.edu.au.

8 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Board of Directors
Administrator	COO