

PRIVACY POLICY AND PROCEDURES

1. PURPOSE

The purpose of this policy is to ensure that The Lan-Grove Office Training Centre Pty Ltd trading as The Sydney Business and Travel Academy and The Sydney English Language Academy herein known as “The Academy” are committed to ensuring that all stakeholders’ privacy is protected at all times as per the Privacy Act 1988.

The Academy respects your privacy and is committed to safeguarding your personally identifiable information or “personal information” from unauthorized use or disclosure. This policy describes how your personal information may be collected. It also describes how your personal information is used or disclosed, and the steps we take to protect it from unauthorized use or disclosure.

2. POLICY STATEMENT

The Academy understands the importance individuals attach to personal information (such as name, address, date of birth, personal email address, credit card details, etc.). We are committed to managing and protecting the personal information all stakeholders share with us.

Through this policy The Academy will ensure that you will be able to deal with The Academy in confidence and that personal information is only used by The Academy in the ways that are legal, ethical and secure.

Information submitted digitally (i.e. electronic data, using an electronic form or application or by sending an email) is collected and used for the purposes that it is provided for.

The Academy’s staff will use stakeholders contact details to assist in the administering of its products and/or services. In addition, The Academy may use information collected as above to provide or offer further services and products. Persons not wanting to receive such information may request that such contact information be cancelled and not maintained.

Examples of personal information that The Academy may collect include:

Name of the individual	Results of assessment tasks
Address of the individual	Qualifications issued
Telephone number	Copy of Passport
Date of Birth	Copy of Birth Certificate
Language spoken at home	Copies of financial details
Email address	Driver’s License
Photograph	Copies of previous qualifications
Video images	Unique Student Identifier

3. COLLECTION AND STORAGE OF PERSONAL INFORMATION

Personal information can be collected over the telephone, via email, in person and by the completion of relevant forms. Only information disclosed by the individual is used in the

collection of information. Individuals are informed prior to the collection of the types of information collected, why it is collected and stored and if this information is to be disclosed to a third party and/or under what circumstances the information may be disclosed. Individuals are required to give their consent in writing which is stored in our Student Management System.

All personal information collected electronically is stored in our Student Management System (ACAS). Any personal information in hard copy is scanned and stored in the individual's file electronically and hard copies shredded.

Access to the student's personal information can be accessed by staff members only. The Student Management System is password protected which changes every three (3) months to ensure that security is not breached. Passwords are unique and complex and are integrated with our active directory which is the industry standard for authentication systems. The database is residing in the actual cloud which is one of the most secure systems globally.

Students payments are protected by a secure MYOB accounting system and only accessible by the Registrar and Accounts Administrator for the purpose of reconciliation and issuance of receipt.

4. USE OF INFORMATION

Personal information is collected only for the purpose of its collection which is to complete student's enrolment process which includes:

- Processing enrolment application into selected course
- Processing credit transfer applications
- Processing payments for enrolment into the course
- Monitoring students course progress
- Sending reminders to students via email and phone
- Reporting data as required by the government (data provision and contractual data requirements)
- Awarding certification to the individual

Staff's personal information is collected to ensure that the staff have the correct contact details, qualifications, driver's license, superannuation details and contact details to support human resource processes and systems.

5. DIRECT MARKETING

The Academy will only use or disclose personal information for direct marketing purposes if consent has been granted and in only limited circumstances. Individuals can choose to remove themselves from direct marketing if they choose to.

6. DISCLOSE OF PERSONAL INFORMATION

Under the Data Provision Requirements 2012, The Academy is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by The Academy for statistical, administrative, regulatory and research purposes. The Academy may disclose your personal information for these purposes to:

- ❖ Commonwealth and State or Territory government departments and authorised agencies; and NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

1. Populating authenticated VET transcripts;
2. Facilitating statistics and research relating to education, including surveys and data linkage;
3. Pre-populating RTO student enrolment forms;
4. Understanding how the VET market operates, for policy, workforce planning and consumer information; and
5. Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Personal information from international students is collected during enrolment in order to meet The Academy's obligations under the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018, and to ensure student compliance with the conditions of their visa and their obligations under Australian immigration laws generally. 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 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about you on this form and during your enrolment 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. In other instances, information collected during your enrolment can be disclosed without your consent where authorised or required by law, this may include and the circumstance of any suspected breach by the student of a student visa condition.

The Academy will not disclose any personal information to any other third party unless a written consent has been given by the individual. The Academy will also not disclose any personal information or sensitive information to other countries.

7. ACCESSING AND SEEKING CORRECTION OF PERSONAL INFORMATION

The Academy acknowledges that all individuals have a right to have access to their personal information under the "Freedom of Information Act" and provides an opportunity for all individuals to review this information on request.

All staff are advised to update their personal information as it changes to ensure their records are up to date. As per the requirements of the National Code 2018, all students are also required to update their personal details and ensure they maintain currency so that they are not in breach of their student visa conditions. Students are reminded during their course to complete a form with their current details if it changes. Students can also email their up to date information so that the student record in the Student Management System can be kept up to date.

8. DESTRUCTION OF PERSONAL INFORMATION

Personal information is stored electronically (student management system) in the cloud securely for 30 years. The Academy will retain sufficient data of all students to be able to reissue a qualification or statement of attainment during a 30-year period. All hard copy documentation is securely destroyed in accordance with The Academy's 'Records Management Policy and Procedure'.

9. COMPLAINTS AND CONCERNS

Individuals can contact The Academy if they would like to make a complaint or have concern about The Academy's privacy policy and procedure by sending an email to the Principal at:

Email: principal@sbta.com.au

Ph: +61 2 9048 6900

The Principal will respond within 48 hours of the complaint being received. Complaints can include data breach which can include:

- ❖ unauthorised access or disclosure of information that a reasonable person would conclude is likely to result in serious harm to any individuals to whom the information relates; or
- ❖ information that is lost in circumstances where unauthorised access or disclosure of information is likely to occur and it can be reasonably concluded that such an outcome would result in serious harm to any of the individuals to whom the information relates.

Following an investigation, potential causes of the complaint will be identified, corrective action will be taken to eliminate and mitigate the likelihood of future reoccurrence. The Academy will inform the complainant of the outcome of the complaint within 10 working days of the complaint being received.

In case of a data breach and to determine whether an individual is at risk of serious harm The Academy will consider factors such as the sensitivity of the information, whether the information is protected by one or more security measures, the kind of persons who could obtain the information and the nature of the harm.

If The Academy suspects, there has been a data breach but are not aware of the circumstances or whether it is actually an "eligible" data breach then The Academy will carry out a reasonable and expeditious assessment within 30 days of becoming aware of the breach.

If there are reasonable grounds to believe there has been an eligible data breach, then The Academy will notify the OAIC and the individuals whose data was affected or individuals who are at risk with:

- a description of what occurred
- the kinds of information concerned; and
- the recommended next steps that individuals affected should take in response to the data breach.

10. GOVERNANCE MECHANISMS

The Academy has a robust governance framework in place to ensure its compliance with the Australian Privacy Principles. The Academy has the following governance framework which underpins and supports this policy and procedure:

- ❖ All staff are trained on handling personal information and are made aware of this policy and procedure and maintaining confidentiality at all times and not to divulge personal information to a third party
- ❖ Risk assessments including privacy impact assessments on data security
- ❖ Personal information is validated and updated to ensure it remains current
- ❖ Privacy policy is circulated to all stakeholders including agents who might collect student's personal information
- ❖ Privacy policy and procedures is reviewed annually to ensure it remains current and compliant as per its continuous improvement policy and procedure.

11. ASSOCIATED DOCUMENTS

- Student Handbook
- Letter of offer
- Agent Agreement

12. RELATED STANDARDS

- Standard 3 from the Standards for RTOs
- National Code 2018
- ESOS Act 2000
- Privacy Act 1988
- Privacy Amendment Act 2012
- Office of the Australian Information Commissioner
- Australian Privacy Principles
- Office of the Australian Information Commissioner (2014) Guide to developing an APP privacy policy

13. RESPONSIBILITY

- Principal
- CEO/PEO
- Director of Studies
- Student Services Coordinator
- All staff

Approved by: Jane Koch

Position: Chief Executive Officer

Signature: 

Date: 12 January 2019

<i>Version</i>	<i>Created by:</i>	<i>Date created</i>	<i>Reason for update</i>	<i>Implementation date after circulation of draft to all stakeholders</i>
1	CEO	2015	Initial creation	2015
2	CEO	Dec 2016	Updated to align with Standards	2016
3	CEO	8/9/2017	Updated to align with Standards	18 January 2018
4	CEO	27/9/2018	Updated to align to APP privacy policy	27 September 2018
5	CEO	12/1/2019	Updated for plain English and include updated information	12/1/2019