



CORP006 - Privacy Policy

Policy



Dept/Service: (EC)
Corporate

Version: 2.005010
Issued: 30/01/2009

Stage: Issued

Objective:

To ensure all employees are familiar with the Privacy Act 2004, and are upholding the privacy of Students / Clients that engage the services of Education Centre Gippsland Ltd (ECG).

Scope:

All ECG operations

Policy Statement:

Education Centre Gippsland Ltd (ECG) respects the privacy of all students / clients and is committed to protecting personal information provided to us. This policy outlines how we handle personal information including;

- collection and safeguarding of personal information
- use and disclosure of personal information,
- student/client rights to access their personal information.

ECG complies with both the National Privacy Principles and the Information Privacy Principles contained in the Commonwealth Privacy Amendment Act (2000) and the Victorian Information Privacy Act (2000).

Collection of personal information:

For many services provided, ECG is required to collect personal information including the student/client's name, address, contact details and information specific to the service being delivered. Some services require collection of sensitive information such as criminal convictions. Collection is by lawful and fair means and is not unreasonably intrusive.

When collecting personal and sensitive information, ECG ensures that students / clients are explained the reason for collection and made aware of:

- ECG's identity and how to contact us
- their right to access their personal information
- the purpose for collection
- the organisation/s we disclose their personal information to
- any law that requires the particular information to be collected
- the consequences, if any, for the student/student/client if they do not provide the information required.

ECG makes every effort to collect personal information directly from the individual student / client. Where this is not possible, such as when a student / client is referred by a third party or when taking group enrolments, ECG contacts each individual student / client to ensure they are aware of the points listed above.

ECG collects sensitive information only when the student/client has given written consent.

Safeguarding personal information:

ECG ensures information provided to us remains private and protected from misuse, loss, unauthorised access, modification or disclosure. Security measures in place include;

- individual password access to systems and databases
- secure filing cabinets

Access to information is restricted to relevant, authorised staff needing access to complete their duties effectively.

Information deemed inaccurate, irrelevant or out of date is destroyed in a way that renders it unusable, eg. shredded.

When using the Internet or Email to transmit student / client personal information from our delivery sites to state government bodies, information is encrypted where possible.

Use and disclosure of personal information:

ECG ensures the information provided to us is used only for the purposes the student / client agrees to when first requesting service. Written consent is obtained before using a student / client's personal information for marketing or advertising purposes.

In order to provide some services, it is necessary for ECG to disclose personal and sensitive information to third parties such as government bodies.

ECG may also use or disclose personal information to a law enforcement agency if it is necessary to lessen or prevent a serious and imminent threat to an individual's life or health, or there is reason to suspect that unlawful activity has been, or is being engaged in.

When disclosing personal or sensitive information, a written record of the disclosure is kept within the student / client's file.

Student/client Access:

Student/clients are given access to personal information held about them. No access fee is charged to the student/client. Access to files is via the Coordinator of your course and/or program. 24 hour notice is required to view files. No files are to be removed from any ECG site.

ECG makes every effort to ensure personal information is accurate, complete and up-to-date. Student/clients are encouraged to inform us if they believe the information we hold about them is incorrect or if their details change.

Requests to access or correct information are responded to as soon as practicable, but no later than 30 days.

Student/clients may raise any concerns they have regarding ECG's management of personal information held about them by contacting the relevant project officer / manager.

Unique Identifiers:

In order to provide some services it is necessary for ECG to assign student/clients with identifying numbers. ECG will not adopt as its own identifier an identifier that has been

assigned by a government body or another agency. ECG does not use or disclose identifiers assigned by a government body or another agency to a third party unless it is necessary to do so when providing the service requested.

Quality Document References:

EATP006 - Administration & Records Management: Policy -(EC) Education & Training
 HRSP007 - Conflict of Interest: Policy -(EC) Human Resources
 HRSP008 - Duty of Care: Policy -(EC) Human Resources
 CORPP006 - Privacy Procedure: Procedure -(EC) Corporate
 EATPP006 - Administration & Records Management: Procedure -(EC) Education & Training

References to Standards:

AQTF 2007 STD 2:Access Equity **2.5:** Records
AQTF 2007 STD 3:Management Systems **3.3:** Records
IP Act (2000)-rtf,pdf:Victorian Information Privacy Act **0:** Victorian Information Privacy Act 2000-
 2000 pdf,rtf
IPP:Victorian Information Privacy Principles 2000 **0:** Victorian Information Privacy Principles
 2000

Template: tpc/dknetgrp1.asp	Author:  Tanya Hayes	DocId 16607 Thread: 13571	Session: 258532652	Next Review: 29/11/2009
Created : 30/01/2009	Completed : 30/01/2009	Authorised : 30/01/2009	Reviewed: 30/01/2009	Issued : 30/01/2009

Keywords: privacy policy corp006