

Version: 3.3 Last Amendment: 27/02/2017	Approved By: Executive Director (Academic) Date: 27/02/2017
Contact Officer: Compliance Manager	Review Date: As required by legislative instrument, change of relevant standards, internal or external review.

PROCEDURES RELATING TO PERSONAL INFORMATION

1. OVERVIEW

The organisation complies with the requirements of Clause 23 of Schedule 1A of the Act and the Information Privacy Principles set out in the Privacy Act 1988 in relation to the collection of information relating to Students. The organisation will allow a Student to apply for and receive a copy of the VET personal information that the provider holds in relation to that Student.

Definitions

For the purposes of this document:

The organisation refers to Shafston House College Limited (National RTO Provider Code: 32004), trading as Service Skills Academy and Mary McConnel School of Early Childhood.

The Act refers to the *Higher Education Support Act 2003*

Student/s refers to all persons enrolled with Shafston House College Limited trading as Service Skills Academy including persons enrolled or seeking to enrol in a unit of study that meets the course requirements under sub clause 45(1) of Schedule 1A of the Act who are, or would be entitled to VET Student Loans or VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

2. COLLECTION OF INFORMATION

Personal information will not be collected unless:

- the information is collected for a purpose directly related to Students; and
- the collection of the information is necessary for or directly related to that purpose.

Personal information will not be collected by unlawful or unfair means.

Where personal information is collected for inclusion in a record or in a generally available publication the organisation will take reasonable steps to ensure that, before the information is collected or, if that is not practicable, as soon as practicable after the information is collected, the Student concerned is generally aware of:

- the purpose for which the information is being collected;
- if the collection of the information is authorised or required by or under law the fact that the collection of the information is so authorised or required; and
- with whom the information may be shared (such as the Australian Government or the Tuition Assurance Scheme Provider).

Where the organisation solicits and collects personal information for inclusion in a record or in a generally available publication it will take reasonable steps to ensure that:

- the information collected is relevant to that purpose and is up to date and complete; and
- the collection of the information does not intrude to an unreasonable extent upon the personal affairs of the Student.

3. STORAGE AND SECURITY OF PERSONAL INFORMATION

The organisation will ensure that a Student's personal information is protected by such security safeguards as it is reasonable in the circumstances to take, against loss, against unauthorised access, use, modification or disclosure, and against other misuse.

The organisation will ensure that if it is necessary for a Student's personal information to be given to a person in connection with the provision of a service to the organisation, everything reasonably within the power of the organisation will be done to prevent unauthorised use or disclosure of that personal information.

The organisation will maintain a record setting out:

- the nature of the records of personal information kept by Service Skills Academy;
- the purpose for which each type of record is kept;
- the classes of individuals about whom records are kept;

- the period for which each type of record is kept;
- the persons who are entitled to have access to personal information contained in the records and the conditions under which they are entitled to have that access; and
- the steps that should be taken by persons wishing to obtain access to that information.

The organisation will not use a Student’s personal information without taking reasonable steps to ensure that, having regard to the purpose for which the information is proposed to be used, the information is accurate, up to date and complete. The organisation will not use a Student’s personal information except for a purpose to which the information is relevant.

4. REVIEW AND ACCESS

An individual may request access to or obtain a copy of their personal records/information or for their personal information to be amended so that it is accurate.

Individuals are able to access their own records by requesting in writing to the Administration Manager at Service Skills Academy, 46 Thorn Street, Kangaroo Point QLD 4169. There is no charge for an individual to access personal information that Service Skills Academy holds about them; however Service Skills Academy may charge a fee to make a copy.

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.

5. DISCLOSURE

The organisation will not disclose a Student’s personal information to a person, body or agency (other than the individual concerned) unless:

- the individual concerned is reasonably likely to have been aware that information of that kind is usually passed to that person, body or agency;
- the individual concerned has consented to the disclosure;
- Service Skills Academy 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 student or of another person;
- the disclosure is required or authorised by or under law; or
- 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, the record-keeper shall include in the record containing that information a note of the disclosure.

A person, body or agency to whom personal information is disclosed will not use or disclose the information for a purpose other than the purpose for which the information was given to the person.

6. PUBLICATION

These procedures will be published on the Service Skills Academy’s website (www.ssa.edu.au).

DOCUMENT HISTORY AND VERSION CONTROL

Version	Date Approved	Effect Date	Approved By	Brief Description
2.0	06/12/2013	06/12/2013	Compliance Manager	
3.1	22/10/2014	22/10/2014	Executive Director (Academic)	
3.2	19/07/2016	22/07/2016	Compliance Manager	<ul style="list-style-type: none"> • Re-brand • Addition of MMSEC to policy
3.3	27/02/2017	01/03/2017	Compliance Manager	<ul style="list-style-type: none"> • Re-brand • VSL inclusion