

Privacy Policy

Version 3.2
Date: May 2010
Revised and Approved by: Tony Kluytmans

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The Australian Academy of Vocational Education and Trades Pty Ltd t/as Academia International complies by way of this Privacy Policy with the following Acts and Legislation regarding privacy:

Privacy Act 1988 (The Act)

Australian Quality Training Framework 2007 (AQTF2007)

The ESOS Act 2000 (ESOS)

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (National Code 2007)

Schedule 1A of the Higher Education Support Act 2003 (HESA)

The Act and HESA requires Academia International to ensure its practices adhere and comply with the Information Privacy Principles as included on Attachment A of this policy.

Purpose:

The purposes of this Policy are to:

- establish responsible collection and handling of Personal Information or VET Personal Information by Academia International;
- give Individuals a right to access and obtain a copy of the information about them which is held by Academia International; and
- provide a complaints procedure for investigation and rectification of breaches of this Privacy Policy.

Scope:

"Individual":

A natural person

An Individual may be regarded under this policy as:

"Prospective Student":

An Individual who is making an enquiry regarding Academia International's training and assessment services and/or seeking admission into a VET course of study.

"Enrolled Student":

An Individual that has been given admission by Academia International into a VET course of study that has either commenced or will commence in the future.

"VET FEE-HELP Student":

An Enrolled Student who has applied for VET FEE-HELP assistance.

“Graduate Student”:

An Individual that has completed their training and assessment services from Academia International having received a qualification or statement of attainment.

“Prospective Employee”:

An Individual that has responded to an advertised employment position via newspaper or internet or registered interest in gaining employment through the Academia International website www.academia21.com.

“Employee”:

An Individual that has an employment contract with Academia International for their services.

“Website visitor”:

An Individual that is browsing Academia International’s website at www.academia21.com for information, without having lodged any requests for further information.

“Client/Model”:

An Individual that is receiving, or has received, Hairdressing or Beauty Therapy treatments as a model for assessment purposes of an Enrolled Student, or as a paying customer in an Academia International Salon.

“Personal Information” is:

Information or an opinion that is recorded in any form and whether true or not, about an Individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

“VET Personal Information” is:

Information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an Individual whose identity is apparent, or can reasonably be ascertained from the information or opinion; and

Information obtained or created by an employee of Academia International (which includes a person who performs services for or on behalf of Academia International) for the purposes of VET FEE-HELP assistance and repayment of HELP loans under Schedule 1A of the Higher Education Support Act 2003 (HESA).

This policy does not apply to information about corporations.

Policy Statements:

Consistent with the Information Privacy Principles set out in the Privacy Act 1988 (included in Attachment A), Academia International will ensure that:

- Appropriate information and record storage arrangements are in place;
- Security arrangements are in place for all records containing Personal Information and VET Personal Information;
- Access to an Individual’s personal information is provided at no cost;
- Records are accurate, up-to-date and not misleading;
- Where a record is found to be inaccurate, the correction is 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 such a request for amendment are noted on the record;
- Personal Information and VET Personal Information is only used for the purposes for which it was collected or for other purposes as required by State or Federal legislation;
- ‘Personal Information’ and ‘VET Personal Information’ is only disclosed in accordance with the Information Privacy Principles.

Personal Information and VET Personal Information held by Academia International:

Information about an Individual will be collected and held by Academia International for Primary and Secondary purposes. The Personal Information and VET Personal Information may be disclosed to another organisation in certain circumstances as set out in the table below, or as required by law:

Individual	Personal Information collected and held	Purpose	Information Disclosed
Prospective Student	Personal details, name, gender, date of birth, address and contact details (telephone and/or email address).	Primary: To identify and contact the Individual interested in studying courses at Academia International.	None, unless required to do so under law
	Courses of interest, academic history, evidence of English Language test results/certificates (International Students only)	Primary: Assess Prospective Students suitability against course entry requirements. Information allows Academia International to issue a valid offer of course placement.	
Individual	Personal Information collected and held	Purpose	Information Disclosed
Enrolled Student	Personal details, name, gender, date of birth, address and contact details (telephone and/or email address)	Primary: To identify and contact the Individual registered as studying courses at Academia International. Secondary: Notify these Individuals of importance news and events related to Academia International, via email, SMS or mail outs	Any Enrolled Student: Where relevant, information is collected and disclosed to appropriate bodies to determine and verify students' previous qualifications, individual welfare needs, and credit ratings. Student Visa Holders only: The information provided by international students may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, to tell the Department about: certain changes to their enrolment; and personal and contact details; and any suspected breach of a student visa condition
	academic history, evidence of English Language test results/certificates (International Students only)	Primary: Hold on file evidence that a valid offer of course placement was issued to the student	
	Passport, CoE and visa grant numbers (International Students only)	Primary: Responsible under ESOS to hold this information	
	Courses, modules, units, assessment outcomes academic progress attendance/participation rates	Primary: Ability to assess, monitor and record outcome for the student. Ability to issue qualifications and/or statements of attainment	
	File notes	Primary: Ability to record relevant information about student welfare, financial transactions, counselling, warnings issued and general comments about students' participation and activities in training and assessment.	
VET FEE-HELP Student	Tax file number	Primary: For the purpose of accruing debt to the Commonwealth Government of Australia under the VET FEE-HELP loan scheme	The Australian Taxation Office (ATO)
	Commonwealth Higher Education Student Support Number (CHESSN)	Primary: Entitlement to Commonwealth assistance under Schedule 1A of the Higher Education Support Act 2003	Department of Education, Employment and Workplace Relations (DEEWR)

Individual	Personal Information collected and held	Purpose	Information Disclosed
Graduate Student	Personal Information gathered while an 'Enrolled Student'	Primary: Ability to identify Graduate Students upon re-enrolment	None, unless required to do so under law
	Academic outcome – qualification and/or statement of attainment issued.	Primary: Required under the AQTF2007 to hold this information for a period of no less than 30 years to allow for the re-issue of qualifications upon request by the Graduate Student.	
Individual	Personal Information collected and held	Purpose	Information Disclosed
Prospective Employee	Name, address, contact details (phone and/or email address), C.V, copies of qualifications	Primary: Ability to identify and contact prospective employee for the purpose of conducting job interviews in response to Job Advertisements. Secondary: Reference prospective employee records for future employment opportunities after initial application; or when emailed in via website academia21.com	None, unless required to do so under law
Individual	Personal Information collected and held	Purpose	Information Disclosed
Employee	Personal information gathered while 'Prospective Employee'; and Tax file number, superannuation membership, employment contract, file notes, performance appraisals	Primary: Legally identify the Individual for the purpose of contractual obligations. Compliance with legislative requirements, taxation, education (including verification of qualifications and experience when audited), superannuation.	Australian Taxation Office Superannuation company (as selected by the Employee) Other government departments when requested under law
Individual	Personal Information collected and held	Purpose	Information Disclosed
Website visitor	Non-identifiable information is collected via our website technologies through Cookies and Javascript, e.g browser, operating system, click count, time spent per page	Primary: Identify popular areas of our website and make those easier to use. Search Engine Optimisation	None
Individual	Personal Information collected and held	Purpose	Information Disclosed
Client/Model	General Hairdressing Service: Name (usually first name only) and phone number	Primary: Ability to identify the client/model at appointment time. Ability to contact client/model to confirm appointments (e.g missed appointments)	None, unless required to do so under law
	Hairdressing Chemical Service: Name, address and contact phone number	Primary: Ability to identify models/clients whom have received chemical treatments	
	Beauty Therapy Service/Treatment: Name, address and contact phone number	Primary: Ability to identify models/clients whom have receive services or treatments and signed indemnity forms	

Requests for access to, a copy of and correction of personal information:

Requests for personal information that is held by Academia International and how that information is used or disclosed may be made in writing as per the contact details below.

Enrolled Students have access to their personal information and academic outcomes via the mYAcademia portal available from www.academia21.com. This system is available 24 hours per day, seven days per week.

Individuals may also request to view or obtain a copy of their Personal Information or VET Personal Information by contacting the Privacy Officer

Contact Details:

Privacy Officer
Academia International
Level 4, 152 Elizabeth St
MELBOURNE VIC 3000
AUSTRALIA
PH: 613 9671 4755
eMail: privacy@academia21.com

Upon receipt of requests to access personal information by Individuals defined in this policy the following procedure takes place:

1. The Privacy Officer acknowledges receipt of the request and arranges a date and time for the Individual to meet with Student Services to view the contents of their personal file.
2. At this meeting, Student Services will invite the Individual to view any electronic database records containing their Personal Information or VET Personal Information.
3. The Individual signs and dates the *Personal Information/VET Personal Information Access* form. A copy of this form is then provided to the Individual and original held on file.
4. If a copy of their Personal Information or VET Personal Information is requested a copy is compiled for the Individual in hard copy. The hard copy file will then be supplied via post or in person as requested by the Individual.

The hard copy file will be supplied within ten [10] working days from receipt of the request.

5. Correction: if an Individual who has accessed or obtained a copy of their Personal Information or VET Personal Information requires this information to be corrected steps 6 and 7 take place.
6. The Individual will request changes to be made, either by post or in person to the Privacy Officer using the contact details provided in this Policy. The Privacy Officer will then proceed with step 7.
7. Within five [5] working days of receipt of the request provided at step 6, the Privacy Officer will arrange for the changes required to be made in all systems where this Personal Information or VET Personal Information may be stored. 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.

Complaint handling:

Individuals who believe that Academia International has breached their privacy under this Policy may lodge a complaint as per the *Grievance Policy and Procedure* located on Academia International's website or in the *Student Information Handbook*.

Publication:

This Policy will be published in the *Student Information Handbook* and on Academia International's website (www.academia21.com).

Attachment A – Information Privacy Principles

Reproduced from Section 14 of the Privacy Act 1988, www.privacy.gov.au

Principle 1- Manner and purpose of collection of personal information

1. Personal information shall not be collected by a collector for inclusion in a record or in a generally available publication unless:
 - a. the information is collected for a purpose that is a lawful purpose directly related to a function or activity of the collector; and
 - b. the collection of the information is necessary for or directly related to that purpose.
2. Personal information shall not be collected by a collector by unlawful or unfair means.

Principle 2 - Solicitation of personal information from individual concerned

Where:

- (a) a collector collects personal information for inclusion in a record or in a generally available publication; and
- (b) the information is solicited by the collector from the individual concerned;

the collector shall take such steps (if any) as are, in the circumstances, reasonable to ensure that, before the information is collected or, if that is not practicable, as soon as practicable after the information is collected, the individual concerned is generally aware of:

- (c) the purpose for which the information is being collected;
- (d) 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
- (e) any person to whom, or any body or agency to which, it is the collector's usual practice to disclose personal information of the kind so collected, and (if known by the collector) any person to whom, or any body or agency to which, it is the usual practice of that first-mentioned person, body or agency to pass on that information.

Principle 3 - Solicitation of personal information generally

Where:

- (a) a collector collects personal information for inclusion in a record or in a generally available publication; and
- (b) the information is solicited by the collector;

the collector shall take such steps (if any) as are, in the circumstances, reasonable to ensure that, having regard to the purpose for which the information is collected:

- (c) the information collected is relevant to that purpose and is up to date and complete; and
- (d) the collection of the information does not intrude to an unreasonable extent upon the personal affairs of the individual concerned.

Principle 4 - Storage and security of personal information

A record-keeper who has possession or control of a record that contains personal information shall ensure:

- (a) that the record 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; and

- (b) that if it is necessary for the record to be given to a person in connection with the provision of a service to the record-keeper, everything reasonably within the power of the record-keeper is done to prevent unauthorised use or disclosure of information contained in the record.

Principle 5 - Information relating to records kept by record-keeper

1. A record-keeper who has possession or control of records that contain personal information shall, subject to clause 2 of this Principle, take such steps as are, in the circumstances, reasonable to enable any person to ascertain:
 - a. whether the record-keeper has possession or control of any records that contain personal information; and
 - b. if the record-keeper has possession or control of a record that contains such information:
 - i. the nature of that information;
 - ii. the main purposes for which that information is used; and
 - iii. the steps that the person should take if the person wishes to obtain access to the record.
2. A record-keeper is not required under clause 1 of this Principle to give a person information if the record-keeper is required or authorised to refuse to give that information to the person under the applicable provisions of any law of the Commonwealth that provides for access by persons to documents.

3. A record-keeper shall maintain a record setting out:
 - a. the nature of the records of personal information kept by or on behalf of the record-keeper;
 - b. the purpose for which each type of record is kept;
 - c. the classes of individuals about whom records are kept;
 - d. the period for which each type of record is kept;
 - e. 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
 - f. the steps that should be taken by persons wishing to obtain access to that information.
4. A record-keeper shall:
 - a. make the record maintained under clause 3 of this Principle available for inspection by members of the public; and
 - b. give the Commissioner, in the month of June in each year, a copy of the record so maintained.

Principle 6 - Access to records containing personal information

Where a record-keeper has possession or control of a record that contains personal information, the individual concerned shall be entitled to have access to that record, except to the extent that the record-keeper is required or authorised to refuse to provide the individual with access to that record under the applicable provisions of any law of the Commonwealth that provides for access by persons to documents.

Principle 7 - Alteration of records containing personal information

1. A record-keeper who has possession or control of a record that contains personal information shall take such steps (if any), by way of making appropriate corrections, deletions and additions as are, in the circumstances, reasonable to ensure that the record:
 - a. is accurate; and
 - b. is, having regard to the purpose for which the information was collected or is to be used and to any purpose that is directly related to that purpose, relevant, up to date, complete and not misleading.
2. The obligation imposed on a record-keeper by clause 1 is subject to any applicable limitation in a law of the Commonwealth that provides a right to require the correction or amendment of documents.
3. Where:
 - a. the record-keeper of a record containing personal information is not willing to amend that record, by making a correction, deletion or addition, in accordance with a request by the individual concerned; and
 - b. no decision or recommendation to the effect that the record should be amended wholly or partly in accordance with that request has been made under the applicable provisions of a law of the Commonwealth; the record-keeper shall, if so requested by the individual concerned, take such steps (if any) as are reasonable in the circumstances to attach to the record any statement provided by that individual of the correction, deletion or addition sought.

Principle 8 - Record-keeper to check accuracy etc. of personal information before use

A record-keeper who has possession or control of a record that contains personal information shall not use that information without taking such steps (if any) as are, in the circumstances, reasonable 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.

Principle 9 - Personal information to be used only for relevant purposes

A record-keeper who has possession or control of a record that contains personal information shall not use the information except for a purpose to which the information is relevant.

Principle 10 - Limits on use of personal information

1. A record-keeper who has possession or control of a record that contains personal information that was obtained for a particular purpose shall not use the information for any other purpose unless:
 - a. the individual concerned has consented to use of the information for that other purpose;
 - b. the record-keeper believes on reasonable grounds that use of the information for that other purpose is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or another person;
 - c. use of the information for that other purpose is required or authorised by or under law;
 - d. use of the information for that other purpose is reasonably necessary for enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue; or
 - e. the purpose for which the information is used is directly related to the purpose for which the information was obtained.
2. Where personal information is used for enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue, the record-keeper shall include in the record containing that information a note of that use.

Principle 11 - Limits on disclosure of personal information

1. A record-keeper who has possession or control of a record that contains personal information shall not disclose the information to a person, body or agency (other than the individual concerned) unless:
 - a. the individual concerned is reasonably likely to have been aware, or made aware under Principle 2, that information of that kind is usually passed to that person, body or agency;
 - b. the individual concerned has consented to the disclosure;

- c. the record-keeper 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.
2. 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.
3. A person, body or agency to whom personal information is disclosed under clause 1 of this Principle shall not use or disclose the information for a purpose other than the purpose for which the information was given to the person, body or agency.