



Information Privacy Policy

Responsibility for Implementation: Management Team
Authority: Approved by PEO
Date of Approval: 7 Oct 2015 (V1), 30 June 2017 (V2)
Date of reviewed: June 2019

Policy Statement

Elite Education Vocational Institute Pty Ltd (“the Institute”) will collect information from students and prospective students, either electronically or in hard copy format, including information that personally identifies individuals. The Institute may keep records of various communications between individuals and the Institute.

In collecting personal information the Institute complies with the requirements of the Australian Privacy Principles (APPs) set out in the *Privacy Act 1988 (Cth)* as amended by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*. This policy states how the Institute collects, manages, uses, discloses, protects and disposes of personal information. In accordance with the Act and Principles.

Authority to Collect and Store Information

The Institute collects personal information, either directly or indirectly, that is reasonably necessary for, or directly related to its delivery of the education services it provides.

The Institute is a registered training provider in Australia, and is approved by the relevant agency (i.e. ASQA) and under the relevant legislative instruments (i.e. *Standards for Registered Training Organisations (RTOs) 2015*).

The legislative instruments and guiding documents requires the Institute to collect personal and sensitive information from learners in accordance with data provision requirements and information standards. To comply with the Institute’s legal and regulatory obligations, including disclosure and reporting to the Commonwealth, State and Territory government agencies for planning, evaluative, and administrative and funding purposes, and the Department of Immigration and Border Protection (DIBP) for visa issues, the following disclosures may be required:

- to government agencies responsible for administering and regulating education and training providers in Australia, such as ASQA and for the Tuition Protection Service (TPS); and
- to government agencies responsible for administering immigration and student visa arrangements and monitoring and managing student visa conditions; and
- to guardians responsible for students under 18 years of age, information regarding attendance, progress and general wellbeing.



Collection and use of personal information

The Institute only collects personal information from individuals by fair and lawful means which is necessary for the functions of the Institute. The Institute only collects sensitive information with the consent of the individual and if that information is reasonably necessary for the functions of the Institute.

The information requested from individuals by the Institute 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 entitlements and to report to government agencies as required by law. If an individual chooses not to give the Institute certain information then the Institute may be unable to enrol that person in a course or supply them with appropriate information.

Through the Institutes website information may be collected by cookies or server access logs and used it to measure traffic patterns, to improve the online experience, and to monitor and manage marketing activities. No personal information is collected by these tools.

Disclosure of personal information

The Institute will not disclose an individual's personal information to another person or organisation unless required by the abovementioned legislative directives or:

- a) 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;
- b) the individual concerned has given written consent to the disclosure;
- c) the Institute 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

Any person or organisation that collects information on behalf of the Institute or to whom personal information is disclosed as described in this procedure is 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

The Institute is committed to ensuring the confidentiality, security and integrity of the personal information it collects, uses and discloses.

The Institute takes 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.



Elite Education Vocational Institute

The Institute securely stores all records containing personal information and takes all reasonable security measures to protect personal information it holds from misuse, interference, loss, unauthorised access, modification or disclosure.

Where the Institute has no further use for personal information for any purpose disclosed by the Institute, or is no longer required to maintain that personal information by law, all reasonable steps are taken to destroy or de-identify the information.

Right to access and correct records

Individuals have the right to access or obtain a copy of the personal information that the Institute 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 the Institute 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.

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.

Written requests for access to, to obtain a copy of, or correct personal information held by the Institute should be sent to the Student Services Manager, Elite Education Vocational Institute Pty Ltd, Level 2, 1 James Place, North Sydney, NSW, 2060.

Complaints

Where an individual believes that the Institute has breached a privacy principle in relation to that individual they may lodge a complaint, using the Institute's Student's Grievance and Appeals Policy, which enables students and prospective students to lodge grievances.

Publication

This Privacy and Personal Information Policy is made available to students and prospective students on the Institute website.

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, the Institute will advise students on enrolment about these procedures and where they are located.