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DOCUMENTS : Authority to Exchange Information
Media Authority – Student
Media Authority - Entity

REFERENCES : Student Handbook
Records Management & Control
HR Manual
Privacy Act 1988 (amended by the Privacy Amendment (Private Sector) Act 2000)
Australian Privacy Principles Fact Sheet
VET Quality Framework
Standards for Registered Training Organisations (RTOs) 2015 Cwlth.
National Vocational Education and Training Regulator Act 2011

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EXECUTIVE OFFICER

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PURPOSE

The purpose of the Privacy Policy is to ensure that all Southern Grampians Adult Education Inc (SGAE) staff, students & other stakeholders are aware of the legalities and responsibilities attached to the Privacy Act 1988 (amended by the Privacy Amendment (Private Sector) Act 2000) and principles and the consequences of not adhering to the requirements.

POLICY

It is the policy of SGAE to assure the privacy of our staff, students and stakeholders at all times.

It is the policy of SGAE to gain written authority from staff, students and stakeholders for the sharing or dissemination of information directly related to the provision of its services.

The only exception to the above is a requirement by law to provide evidence or where SGAE's duty of care legally requires the provision of that information i.e. compliance under Children's Protection.

Protecting Personal Information

SGAE is committed to managing and protecting the personal information (such as name, address, date of birth, personal email address, etc) that all stakeholders share with us.

Implementation of this policy ensures that all stakeholders will have confidence that all personal information provided to SGAE is solely used by the organisation within the guidelines of the Privacy Act 1988 (amended by the Privacy Amendment (Private Sector) Act 2000) and in an ethical and sensitive manner.

Collection, Use and Disclosure of Personal Information

Persons using our website may do so aware that the site does not collect information of a personal nature from such visits.

Information submitted digitally to our organisation (i.e. electronic data, using an electronic form or application or by sending an email) is collected and used for the nominated purpose only.

SGAE may also use personal information to manage our relationship with the individual stakeholder.

SGAE acknowledges that individuals provide personal information to it on a voluntary basis to assist us to administer and provide quality service and outcomes on their behalf.

SGAE will use contact details to assist in the administration of its services.

SGAE will not disclose personal information to an external company or third party without prior written permission from the individual. An instance where this may apply is where a current or potential student is referred for placement with a Host or Work Experience Employer.

Personal information will not be sold to anyone and will not be used for promotions independent of SGAE.

If there is no longer any legitimate purpose for retaining personal information, and within Records Management Legislative compliance, it will be securely destroyed.

Examples of personal information SGAE may hold are:

Name	Language spoken at home
Address	Email address
Telephone Number	Photograph
Fax Numbers	Apprentice Results
Date of birth/age	Educational Qualifications
Place of birth	Support services
Ethnic origin	Student Identification Numbers

Web links

Persons visiting SGAE's web site are able to access various other sites by clicking on links that our organisation embeds within its site. Stakeholders should be aware that other sites may not be implement or be subject to the same privacy standards and procedures.

Changes to our Privacy Statement

This information relates to SGAE's current privacy policy and standards. SGAE may vary its privacy standards from time to time. SGAE will make public statements of any changes by publishing them on its website, <http://www.sgae.vic.edu.au> or via written notification to our stakeholders.

Feedback

If you have any comments regarding SGAE's privacy statement and policy please advise us via email at sgae@sgae.vic.edu.au or surface mail to PO Box 601, Hamilton Victoria 3300.

Privacy Policy Explanations

SGAE is committed to complying with the National Privacy Principles as set out in the Commonwealth of Australia Privacy Act 1988 and any and all following amendments (Privacy Act 1988).

SGAE references the Australian Privacy Principles and the information below is the basic function of each of the principles. The full detail of the Principles can be found at

<http://www.oaic.gov.au/privacy/privacy-resources/privacy-fact-sheets/other/privacy-fact-sheet-17-australian-privacy-principles>

and at SGAE's website under the Policies menu www.sgae.vic.edu.au

AUSTRALIAN PRIVACY PRINCIPLES OVERVIEW

APP 1 — Open and Transparent Management of Personal Information

- 1.1 The object of this principle is to ensure that APP entities manage personal information in an open and transparent way.

APP 2 — Anonymity and Pseudonymity

- 2.1 Individuals must have the option of not identifying themselves, or of using a pseudonym, when dealing with an APP entity in relation to a particular matter.

APP 3 — Collection of Solicited Personal Information

- 3.1 If an APP entity is an agency, the entity must not collect personal information (other than sensitive information) unless the information is reasonably necessary for, or directly related to, one or more of the entity's functions or activities.

APP 4 — Dealing with Unsolicited Personal Information

- 4.1 If:

- a. an APP entity receives personal information; and
- b. the entity did not solicit the information;

the entity must, within a reasonable period after receiving the information, determine whether or not the entity could have collected the information under Australian Privacy Principle 3 if the entity had solicited the information.

APP 5 — Notification of The Collection of Personal Information

- 5.1 At or before the time or, if that is not practicable, as soon as practicable after, an APP entity collects personal information about an individual, the entity must take such steps (if any) as are reasonable in the circumstances:
- a. to notify the individual of such matters referred to in subclause 5.2 as are reasonable in the circumstances; or
 - b. to otherwise ensure that the individual is aware of any such matters.

APP 6 — Use or Disclosure of Personal Information

- 6.1 If an APP entity holds personal information about an individual that was collected for a particular purpose (the primary purpose), the entity must not use or disclose the information for another purpose (the secondary purpose)

APP 7 — Direct Marketing

- 7.1 If an organisation holds personal information about an individual, the organisation must not use or disclose the information for the purpose of direct marketing.

APP 8 — Cross-Border Disclosure of Personal Information

- 8.1 Before an APP entity discloses personal information about an individual to a person (the overseas recipient):

- a. who is not in Australia or an external Territory; and
- b. who is not the entity or the individual;

the entity must take such steps as are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles (other than Australian Privacy Principle 1) in relation to the information.

APP 9 — Adoption, Use or Disclosure Of Government Related Identifiers

9.1 An organisation must not adopt a government related identifier of an individual as its own identifier of the individual unless:

- a. the adoption of the government related identifier is required or authorised by or under an Australian law or a court/tribunal order; or
- b. subclause 9.3 applies in relation to the adoption.

APP 10 — Quality of Personal Information

10.1 An APP entity must take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that the entity collects is accurate, up-to-date and complete.

10.2 An APP entity must take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that the entity uses or discloses is, having regard to the purpose of the use or disclosure, accurate, up-to-date, complete and relevant.

APP 11 — Security of Personal Information

11.1 If an APP entity holds personal information, the entity must take such steps as are reasonable in the circumstances to protect the information:

- a. from misuse, interference and loss; and
- b. from unauthorised access, modification or disclosure.

APP 12 — Access to Personal Information

12.1 If an APP entity holds personal information about an individual, the entity must, on request by the individual, give the individual access to the information.

APP 13 — Correction of Personal Information

13.1 If:

- a. an APP entity holds personal information about an individual; and
- b. either:
 - i. the entity is satisfied that, having regard to a purpose for which the information is held, the information is inaccurate, out of date, incomplete, irrelevant or misleading; or
 - ii. the individual requests the entity to correct the information;

the entity must take such steps (if any) as are reasonable in the circumstances to correct that information to ensure that, having regard to the purpose for which it is held, the information is accurate, up to date, complete, relevant and not misleading.

DURATION

SGAE is required by law to retain all records applicable to a person's learning/training for a period of 30 years. These will be archived 12 months after completion of the accredited course or qualification.

If SGAE ceases operation as an RTO:

- In the event that a new owner takes over SGAE

The new owner will have to meet the VQF registration standards including those meeting Privacy and Records Management and Control.

SGAE will place a notice in the Australian (or its equivalent at the time).
The new owner will take responsibility for the archiving and access of those records.

Under various other statutes of limitations SGAE is required to keep corporate, administrative, financial records for a minimum period of 5 years.

ADDITIONAL INFORMATION

If you have any queries about the privacy and security practices for SGAE, please contact SGAE's Privacy Officer.

COMPLAINTS/CONCERNS

If you believe that your personal information has not been dealt with in accordance with an information privacy principle you may make a written complaint to SGAE. Your complaint should be addressed to:

Privacy Officer
SGAE
PO Box 601
Hamilton Victoria 3300

Or via email to: sgae@sgae.vic.edu.au

Please refer to the SGAE Complaints Policy.

RESPONSIBILITIES

Executive Officer

It is the responsibility of the Executive Officer to ensure that SGAE is and maintains compliant policy meeting its obligations in all of its dealings related to Privacy.

Learning Executive and Training Executive

It is the responsibility of the Learning and Training Executives to ensure that all employees are conversant and understanding of the requirements of the Privacy Policy and Privacy Act 1988 and that the appropriate practices are followed.



Employees

It is the responsibility of staff to ensure that their behaviour aligns fully with the Privacy Policy and Privacy Act 1988 at all times and that any breach of the policy or Act is reported immediately to the Learning and/or Training Executives and in their absence the Executive Officer.

ATTACHMENT 1 – ELECTRONIC MEDIA PRIVACY STATEMENT

SGAE will publish the following statement on the www.sgae.vic.edu.au website and provide this statement upon request. The statement will be updated in line with changes in the National Privacy Legislation

1. Privacy Statement

- 1.1. Southern Grampians Adult Education Inc (SGAE) respects your privacy and is committed to protecting your personal information. Our privacy policy outlines how we collect and manage, use and protect your personal information. It also sets out your rights in relation to accessing the personal information we collect and hold about you. We are bound by the Australian Privacy Principles (APP's) in the Privacy Act 1988.
- 1.2. Personal information is defined in the Privacy Act 1988 and means information or an opinion about an identified individual, or an individual who is reasonably identifiable.
- 1.3. Our Website may contain links to third party websites such as "Facebook". We are not responsible for the privacy policies of any third party websites. We recommend that you review the privacy policy of each website you visit.

2. Collection of Personal Information

- 2.1. SGAE only collects personal information for the purposes of conducting our business as an online retailer and trader. The personal information we collect from you will include information you give us when you:
 - a) register or subscribe to our Website;
 - b) complete a transaction with us; and
 - c) contact us.
- 2.2. The personal information that we collect on individuals may include, but is not limited to:
 - a) your name;
 - b) your contact details including your email, home address and billing address;
 - c) your payment details; and
 - d) other personal information that we collect in the course of a transaction or that you provide to us when you contact us.
- 2.3. We may collect personal information from individuals who are not customers of our business but whose personal information is given to us by those individuals via our Website (including Help Centre) or in the course of a transaction.
- 2.4. Where reasonably practicable, we attempt to collect information directly from individuals. When we collect information, we will generally explain to the

individual why we are collecting it, who we give it to and how we will use or disclose it or, alternatively, those matters will be obvious from the circumstances.

- 2.5. If we collect information about an individual from someone else, we will take reasonable steps to ensure that the individual is made aware of the matters listed in clause 2.4.
- 2.6. We will collect personal information from you by lawful and fair means and not in an unreasonably intrusive way.
- 2.7. When you visit our Website, we, and/or third parties, may place cookies on your browser to enhance and manage our website and improve our business and the services we provide to you. By using the website and agreeing to this policy, you grant us permission to place and store cookies on your browser. Cookies may be used by us to collect the following information:
 - a. your computer's operating system;
 - b. your computer's browser type and capabilities;
 - c. your computer's Internet Protocol (IP) address and geolocation;
 - d. web pages visited, including how you were referred to each web page; and
 - e. web page usage statistics, including the time spent on each web page.

Cookies can be managed by accessing the individual settings in your browser.

- 2.8. We will not identify users or their browsing activities, except where required by law.

3. Using and Disclosing Your Personal Information

- 3.1. We will generally use or disclose your personal information only for the primary purpose for which it was collected; or for a related secondary purpose where you would reasonably expect us to use or disclose the personal information for that secondary purpose. We may otherwise use and disclose your personal information if you have given us consent for the use or disclosure or it is required or authorised by law.
- 3.2. Generally, we use and disclose your personal information for the purpose of providing you with the goods or services that you have requested, or otherwise to enable us to carry out our business as an online retailer of goods and services.
- 3.3. If those purposes for which we have collected the information involve providing personal information about an individual to any third party, we will take appropriate and reasonable steps to ensure any personal information is protected.
- 3.4. We will generally only use personal information for cold call marketing if you have given express or implied consent.

- 3.5. When enrolling with SGAE, you consent to SGAE using your personal information, such as your email address, for direct contact purposes. This includes sending you emails about your academic progress, compliance with study requirements or offers for further courses and services. You may opt out of receiving direct marketing communications at any time. Our electronic marketing activities will comply with the requirements of the Spam Act 2003 (Cth).
- 3.6. We may share your information with other organisations when we are required to do so. This includes State, Territory and Commonwealth Government Departments.

4. Security of Your Personal Information

We take steps to protect the personal information we hold against loss, unauthorised access, use, modification or disclosure and against other misuse. When no longer required, personal information is destroyed in a secure manner or deleted.

Some of the security measures we use include:

- Firewalls and access logging tools that protect against unauthorised access to your data and our network.
- Secure work environments and workflow systems that prevent unauthorised access and copying of your personal information.
- Secure server and closed network environments.
- Virus scanning tools.
- Management of access privileges, to ensure that only those who really need it can see your personal information.
- Ongoing training and security reviews.

We will maintain every effort to protect your personal information from inappropriate access and use.

5. Access to Your Personal Information and Complaints Procedure

- 5.1. Under the Privacy Act 1988, you have certain rights to access the personal information we collect and hold about you.
- 5.2. Generally, subject to the exceptions of APP 12.3, we will allow you access to the personal information we hold about you within a reasonable time after it is requested. When requesting such access please identify the precise type/s of information requested. You may make a request by contacting our Executive Assistant on (03) 55719900 or by writing to us at: Privacy Inquiries, SGAE, PO Box 601 Hamilton Victoria 3300.
- 5.3. We take reasonable steps to ensure that the personal information that we collect, use and disclose is accurate, up to date and complete. Where an individual requests a correction to their information, we will take reasonable

steps to correct the information, having regard to the purpose for which it is held. You may lodge a request to correct personal information in the manner outlined in clause 5.2 above.

- 5.4. To make a complaint about a breach of the Australian Privacy Principles, which includes how we handle your personal information, you can contact our Privacy Officer or write to us at the address provided in clause 5.2 above. We will try to respond to your complaint within a reasonable time after it is received. If you are not satisfied by our response, you may acquire further information regarding privacy from the [Office of the Australian Information Commissioner](#).

Privacy Policy last updated January 2018