

AD9 POLICY DOCUMENT



POLICY AREA: ADMINISTRATION

**RELATIONSHIP TO AQTF
2007 NATIONAL
STANDARDS:**

2.5, 3.3, Conditions of Registration 3

TITLE: Privacy Policy and Procedure for Retrieving Student Records

SCOPE: All information collected from Students

PURPOSE: ACA takes privacy very seriously and is committed to protecting the privacy of individuals. In order to carry out its functions, ACA needs to collect and retain information which includes personal information, financial and other confidential information. This policy outlines the way ACA will handle any such information collected.

POLICY PRINCIPLES: ACA complies with the Information Privacy Principles of the Commonwealth Privacy Act 1988. Compliance with these principles underpins all matters related to personal information collected by ACA including information obtained by ACA for the purposes of VET FEE-HELP assistance and to any other information collected from students.

ACA and its officers, employees and those who perform services by or on behalf of the provider, will ensure that

1. Personal information is collected in accordance with IPPs 1-3;
 - ACA will only collect personal information for lawful purposes such as proper academic record keeping or data required by government agencies. In doing so ACA will state what the personal information will be used for and who will receive the personal information;
 - ACA will only collect personal information from the individual to whom it relates and only collect such information as is necessary.
 - ACA will notify the individual concerned when it collects personal information either at the time of collection (or as soon as practicable thereafter) if the collection of the information is authorised or required by or under law, and take reasonable steps to ensure that personal information holdings are relevant, up to date, complete and that the collection does not unreasonably intrude on the personal affairs of individuals.
2. Suitable storage and security arrangements, including appropriate filing procedures, are in place;
 - All student records shall be located in a secure area with access limited to authorised personnel
 - Records related to training and assessment activity shall be maintained as a computer based record system ("Backstage Student Management Database"). Access to this system is by authorised personnel only;

- Backup disc copies of data shall be stored in a fire-proof and secure location with access limited to authorised personnel;
3. Access to a student's own personal information held by the provider is made available to the student at no charge;
 - ACA will provide students access to their personal and academic records upon request whether kept in hard copy or in electronic format. The student's access to their personal and/or academic files is detailed in the Procedure for Retrieving Student Records section of this document
 4. Records are accurate, up-to-date, complete, and not misleading;
 - ACA will take reasonable steps to ensure that personal information holdings are relevant, not excessive, accurate, up to date, complete and not misleading
 5. Where a record is found to be inaccurate, the correction is made
 6. Where a student 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 are noted on the record;
 7. The personal information is only to be used for the purposes for which it was collected, or for other purposes where expressly allowed by IPP10
 - ACA shall not use personal information information for any other purpose other than for which it was collected unless:
 - the individual concerned has consented to use of the information for that other purpose;
 - ACA 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;
 - use of the information for that other purpose is required or authorised by or under law;
 - 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
 - the purpose for which the information is used is directly related to the purpose for which the information was obtained.
 - 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, ACA shall include in the record containing that information a note of that use.
 8. Personal information is only disclosed in accordance with IPP11.
 - ACA shall not disclose the information to a person, body or agency (other than the individual concerned) unless:
 - the individual concerned has been made aware that information of that kind is usually passed to that person, body or agency;
 - the individual concerned has consented to the disclosure;
 - ACA 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;
 - 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, ACA shall include in the record containing that information a note of the disclosure.
 - A person, body or agency to whom personal information is disclosed under clause 1 of IPP11 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.
9. Students must give informed consent to their information being provided to the Australian Government (IPP2).
- ACA will ensure that students are given appropriate privacy notices at the time they provide their personal information (i.e. via application forms, websites and phone admission methods, and the Request for VET FEEHELP assistance form).
 - When a student applies to ACA, ACA will obtain the student's consent to provide personal information to DEEWR using the Request for VET FEE-HELP assistance form.
10. ACA has a non-Academic grievance procedure which students can use to deal with complaints regarding privacy issues and the management of personal information by ACA

PROCEDURE FOR RETRIEVING STUDENT RECORDS

Students are able to request access to their own personal and academic files. When requesting access to student records, individuals shall:

1. Make a formal request in writing to the General Manager / Associate Director
2. Provide two acceptable forms to prove their identity
3. Allow 10 working days for processing

APPENDIX 1: INFORMATION PRIVACY PRINCIPLES

The complete listing of the Information Privacy Principles of the Commonwealth Privacy Act 1988 can be found here:

<http://www.privacy.gov.au/materials/types/infosheets/view/6541>

PUBLICATION:

This document will be published on the ACA website (<http://www.actorscentre.com.au/>) to make it available to all current and prospective students.

DATE ENDORSED BY THE GOVERNING BODY: By the board of review on Wednesday 28th April, 2010.

REVIEW DATE:

- ◆ Annual January

CONTROL

- ◆ General Manager