

## PRIVACY POLICY

### BACKGROUND

WIN College collects and stores personal student information to:

- Provide details of study opportunities
- Enable efficient course administration
- Maintain proper academic records
- Assess an individual's entitlement to VET Student Loans (VSL) (if relevant) and allocate a Commonwealth Higher Education Student Support Number (CHESSN)
- Report to government agencies as required by law.

If an individual chooses not to give the college certain information then the college may be unable to enrol that person in a course or supply them with appropriate information.

The Australian Skills Quality Authority (ASQA) is entitled to collect information for use by the relevant Commonwealth Department that regulates vocational education and training. This information is collected for the purpose of auditing participation and the monitoring and reporting of training outcomes. The information you provide may be accessed by officers of these two departments and by the National Centre for Vocational Education Research (NCVER) for the above purposes.

### POLICY

#### 1. Open and Transparent Management of Personal Information

WIN College will:

1. Ensure that personal information is managed in an open and transparent way.
2. Take reasonable steps to implement practices and procedures that will facilitate dealing with enquiries or complaints from individuals regarding compliance with the Australian Privacy Principles (APPs).
3. Ensure that it maintains an up-to-date policy about the management of personal information.
4. Ensure that WIN College Privacy Policy contains the following information:
  1. The kind of information that is collected and held;
  2. How the information is collected and held;
  3. The purposes for which information is collected, held, used and disclosed;

4. How an individual may access their personal information that is held by WIN College and seek correction of such information as necessary;
  5. How the individual may make a complaint about a breach of the APPs and how WIN College will deal with such a complaint;
  6. Whether WIN College is likely to disclose personal information to overseas recipients, and if so the countries in which such are likely to be located.
5. Provide the Privacy Policy free of charge and in such form as appropriate, and as is reasonable.

## **2. Collection of Personal Information**

1. WIN College will not collect personal information from you unless that information is necessary for one or more of its functions or activities or is required by law.
2. WIN College advises that it is required by law to collect, hold, use and supply personal information, in accordance with the National VET Provider Collection Data Provision Requirements.
3. WIN College will take reasonable steps at or before the time of collection to ensure that you are aware of:
  1. Who we are and how to contact us;
  2. How to gain access to your own information;
  3. The purpose for which the information is being collected;
  4. Any organisation to which we would normally disclose information of that kind;
  5. Any law that requires the particular information to be collected;
  6. The main consequences for the individual if all or part of the information is not provided.
4. WIN College collects information from you in the following ways:
  1. When you register your interest online, apply for enrolment, request certain services or products, or otherwise contact or do business with us.
  2. Information may be collected from enrolment forms, certified documents, telephone calls, faxes, emails, letters sent by you.
  3. Information may be collected from third parties, such as other training providers, regarding confirmation of training and ongoing professional development that you have attended, as permitted by you.
5. Should WIN College collect information about you from a third party we will take reasonable steps to ensure that the individual is or has been made aware of the matters listed above except to the extent that making the individual aware of the matters would pose a serious threat to the life or health of any individual.

## **3. Dealing with Personal Information**

1. WIN College will not use or disclose personal or sensitive information for any purpose other than what it was collected for, unless the relevant person has provided written consent to use or disclose that information in circumstances that are different to those for which it was collected.

The circumstances where an exception may occur are:

1. Where the use or disclosure of this information is required or authorised by or under an Australian law or a court/tribunal order;
  2. The individual would reasonably expect WIN College to use or disclose the information for the secondary purpose;
  3. A permitted health situation exists in relation to the use or disclosure of the information by WIN College;
  4. A permitted general situation exists in relation to the use or disclosure of the information by WIN College;
  5. WIN College reasonably believes that the use or disclosure of the information is reasonably necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body.
2. WIN College collects your personal information in order to:
    1. Process applications;
    2. Manage your enrolment;
    3. Record and maintain your details;
    4. Administer training programs;
    5. Record and maintain details of your ongoing training and assessment;
    6. Provide you with details regarding client services, benefits, and training opportunities;
    7. Notify you about upcoming events and opportunities;
    8. Gain feedback from you;
    9. Communicate with you;
    10. Report to relevant authorities as required by law.
  3. Adoption, use or disclosure of government related identifiers  
WIN College:
    1. Is required by law (Student Identifier Act) to collect, maintain and report to relevant Government agencies the individual's Unique Student Identifier (USI) number in accordance with the National VET Provider Collection Data Provision Requirements.
    2. Will not disclose the Unique Student Identifier (USI) number for any other purpose, including on any Certification documents you receive.
    3. Must not adopt the Unique Student Identifier (USI) number as its own identifier of the individual.

#### **4. Integrity of Personal Information**

1. Quality of personal information

WIN College will take steps, as are reasonable, to ensure that the personal information it:

1. Collects is accurate, up to date and complete;
2. Uses or discloses, is, having regard to the purpose of the use or disclosure, accurate, up to date, complete and relevant.

2. Security of personal information

WIN College will take steps, as are reasonable in the circumstances, to:

1. Protect the information from misuse, interference and loss as well as unauthorised access, modification or disclosure.
2. Destroy the information or to ensure that the information is de-identified.

**5. Access to and correction of personal information**

1. WIN College assists students to update and maintain their own personal information at reception or through completion of an online form.

2. In some rare circumstances, WIN College may not permit students to access their personal information. WIN College will provide full details of the legal reasons for this decision. These may include:

1. Giving access to the information would pose a serious threat to the life, health or safety of the individual, or to public health or public safety; or
2. Giving access would have an unreasonable impact on the privacy of other individuals; or
3. The request for access is frivolous or vexatious; or
4. The information relates to existing or anticipated legal proceedings between WIN College and the individual, and would not be accessible by the process of discovery in those proceedings; or
5. Giving access would reveal the intentions of WIN College in relation to negotiations with the individual in such a way as to prejudice those negotiations; or
6. Giving access would be unlawful; or
7. Denying access is required or authorised by or under an Australian law or a court/tribunal order; or
8. Both of the following apply:
9. WIN College has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to WIN College's functions or activities has been, is being or may be engaged in;
10. Giving access would be likely to prejudice the taking of appropriate action in relation to the matters; or
11. Giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body; or

12. Giving access would reveal evaluative information generated within WIN College in connection with a commercially sensitive decision-making process.
3. When dealing with requests for access to personal information, WIN College will:
  1. Respond to request for access within 30 days of the request, if from an individual, and within a reasonable time, if the request is from an organisation; and
  2. Provide access to the information in the manner requested, if it is reasonable and practicable to do so.
4. WIN College does not charge a fee for access to personal information. The exception is re-prints of certification documentation previously supplied.
5. With regard to the correction of personal information held:
  1. Should WIN College be satisfied that information is inaccurate, out of date, incomplete, irrelevant or misleading, WIN College will take such steps as reasonable to correct the 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.
  2. Should WIN College refuse to correct information, WIN College will give written notice to the individual that sets out:
    1. The reason for refusal
    2. The mechanisms available to complain about the refusal; and
    3. Any other matter prescribed by the regulations.