

Procedures Relating to Personal Information

Conwal Instituterespects your right to privacy and any personal information that is provided by students. Upon request, students can view and have access to their student file/s, results and assessment overviews. Relevant documentation pertaining to the request will be supplied to the student. All original documents are required to remain onsite unless otherwise authorised by a delegate for Conwal & Associates.

Conwal Institutewill take every step to ensure the privacy and protection of the training records and student files. This policy is an addition to Conwal Instituteprivacy policies and procedures in relation to VET FEE-HELP.

Definitions

For the purposes of this document the following applies:

The Act refers to the Higher Education Support Act 2003

Student/s refers to all persons enrolled in a VET unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act who are, or would, be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

Conwal Institute complies with the requirements of Clause 23 of Schedule 1A of the Act and the Information Privacy Principles set out in the Privacy Act 1988 in relation to the collection of information relating to all students.

Conwal Institute will allow a Student to apply for and receive a copy of the VET personal information that the provider holds in relation to that Student

Collection of information

Personal information will not be collected unless:

- The information is collected for a purpose directly related to Students; and
- The collection of the information is necessary for or directly related to that purpose.

Personal information will not be collected by unlawful or unfair means.

Where personal information is collected for inclusion in a record or in a generally available publication Conwal Institute will take reasonable steps to ensure that, before the information is collected or, if that is not practicable, as soon as practicable after the information is collected, the Student concerned is generally aware of:

- The purpose for which the information is being collected;
- 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
- With whom the information may be shared (such as the Australian Government or Tuition Assurance Scheme).

Where Conwal Institute solicits and collects personal information for inclusion in a record or in a generally available publication it will take reasonable steps to ensure that:

- The information collected is relevant to that purpose and is up to date and complete; and
- The collection of the information does not intrude to an unreasonable extent upon the personal affairs of the Student.

Storage and security of personal information

Conwal Institute will ensure:

- 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
- That if it is necessary for the record to be given to a person in connection with the provision of a service to the VET Provider, everything reasonably within the power of the VET Provider will be done to prevent unauthorised use or disclosure of information contained in the record.

Conwal Institute will maintain a record setting out:

- The nature of the records of personal information kept by or on behalf of the record-keeper;
- The purpose for which each type of record is kept;
- The classes of individuals about whom records are kept;
- The period for which each type of record is kept;
- 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
- The steps that should be taken by persons wishing to obtain access to that information.

Conwal Institute will not use the information without taking reasonable steps 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. The VET Provider will not use the information except for a purpose to which the information is relevant.

Disclosure

Conwal Institute will not disclose the information to a person, body or agency (other than the individual concerned) unless:

- The individual concerned is reasonably likely to have been aware that information of that kind is usually passed to that person, body or agency;
- The individual concerned has consented to the disclosure;
- The VET Provider 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 student 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, the record-keeper shall include in the record containing that information a note of the disclosure.

A person, body or agency to whom personal information is disclosed will 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.