

# PRIVACY AND PERSONAL INFORMATION POLICY

Version 1.0 | June 2020



# TABLE OF CONTENTS

PRIVACY AND PERSONAL INFORMATION POLICY .....	3
PURPOSE .....	3
OVERVIEW .....	3
POLICY .....	3
PRINCIPLES.....	3
COLLECTION OF INFORMATION .....	3
USE OF INFORMATION .....	3
DISCLOSURE OF PERSONAL INFORMATION .....	3
SECURITY OF PERSONAL INFORMATION.....	4
RIGHT TO ACCESS RECORDS .....	4
AMENDMENT TO RECORDS.....	4
PUBLICATION .....	4
VERSION CONTROL TABLE.....	5



# PRIVACY AND PERSONAL INFORMATION POLICY

## PURPOSE

This policy ensures that Focus Language School meets its legal and ethical requirements in regard to the collection, storage and disclosure of personal information it holds in regard to its student population, staff, other clients and interactions with external organisations.

## OVERVIEW

General Manager (GM)

## POLICY

### PRINCIPLES

1. In collecting personal information Focus Language School will comply with the requirements set out in the Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2001.
2. Focus Language School is committed to ensuring the confidentiality, integrity and security of all information.

### COLLECTION OF INFORMATION

1. In the course of its business, Focus Language School will collect information from students, potential students, and other clients either electronically or in hard copy format; including information that personally identifies individual people.
2. Focus Language School will record various communications between the organisation and students, prospective students, other clients and associated organisations.
3. Focus Language School will only collect personal information by fair and lawful means that is necessary for the functions of Focus Language School.

### USE OF INFORMATION

The information supplied by individuals will only be used to provide information about study opportunities, to enable efficient administration, and to maintain proper student and client records. If an individual chooses not to provide certain information, then we may be unable to provide some services or provide appropriate information.

### DISCLOSURE OF PERSONAL INFORMATION

1. Personal information about students studying with Focus Language School may be shared with the Australian Government and designated authorities, such as the National Centre for Vocational Education Research (NCVER). This information includes personal and contact details, course enrolment details and changes, and circumstances related to funding (if applicable).
2. Focus Language School will not disclose an individual's personal information to another person or organisation unless:
  - 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



- c. Focus Language School 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
  - 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.
3. Any person or organisation to whom personal information is disclosed as described in this policy is not permitted to use or disclose the information for a purpose other than the purpose for which the information was supplied to them.
4. 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, Focus Language School shall include in the record containing that information, a note of the disclosure.

## SECURITY OF PERSONAL INFORMATION

1. Focus Language School will take all reasonable steps to ensure that any personal information collected is:
  - a. relevant to the purpose for which it was collected
  - b. up to date
  - c. complete
  - d. accurately recorded.
2. Focus Language School will store securely all records containing personal information and take all reasonable security measures to protect personal information collected from unauthorised access, misuse or disclosure.

## RIGHT TO ACCESS RECORDS

1. Individuals have the right to access or obtain a copy of the personal information that Focus Language School holds about them. Requests to access or obtain a copy of personal information must be made in writing and sent to 30 Prospect Street Box Hill 3128 or email at [clio@focus.edu.au](mailto:clio@focus.edu.au)
2. There is no charge for a student to access personal information that Focus Language School holds about them; however, there may be a charge of 20 cents per page for every page that is copied. Individuals will be advised of how they may access or obtain a copy of their personal information and the applicable fees within ten (10) days of receiving their written request.

## AMENDMENT TO RECORDS

1. If an individual considers the personal information that Focus Language School holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.
2. Where a record is found to be inaccurate, a correction will be made. 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 will be noted on the record.

## PUBLICATION

1. This Privacy and Personal Information Policy will be made available to students and prospective students.



- 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 policy, Focus Language School will ensure all students are informed of this policy and procedure and how to access them prior to enrolment.

## VERSION CONTROL TABLE

*The following table is NOT a part of the policy and can be updated from time to time without affecting the version of the document.*

Related Documents				Version Control	
				<ul style="list-style-type: none"> <li>V1.0 June 2020 Policy created</li> </ul>	
Teamwork PM Task List					
Task#	Task Name	Task List	Project	Frequency	Task Description
Document Location					

