

Privacy Policy

1.0 KEY POLICY

This policy deals with the collection, use, disclosure, security of and access to personal information. It applies to all students who study with the International College of Queensland.

The International College of Queensland is committed to providing excellent education and service in our training facilities.

Protecting the privacy and confidentiality of all personal student information we collect in the course of providing this service, is important to us and a legal requirement under the Privacy Act 1988.

With the introduction of the Australian Privacy Principles we implemented processes to ensure the protection and security of student/client and staff information.

2.0 SUBSTANCE

Client Information

The personal information collected and held by the International College of Queensland may include:

- Name, address, telephone number(s), bank account details (if applicable), Medicare details
- Medical information
- Employment status information
- Previous Studies
- Emergency/Family contact information

If students choose not to provide us with the information above, we may not be able to consider their application for training or provide the necessary and appropriate services.

Collection of Information

We collect information in a number of ways, including:

- Directly from the student when completing an application to enrol with International College of Queensland.
- From third parties such as employers and Job Active (JA) agencies.
- From publicly available sources such as electoral rolls –when confirming your citizenship for eligibility purposes

Unsolicited personal information passed on to the International College of Queensland will be evaluated by the Student Services and escalated to management whenever necessary, to determine if the information is directly related to one or more of the International College of Queensland's functions/activities. If it is deemed that the information is not necessary, this will not be included in any of the individual's records and hard copies will be destroyed so that the information and/or the student will not be identifiable.

Use of Information

The International College of Queensland acknowledges and respects the privacy of individuals.

The information we obtain may be used in order to:

- Determine whether we can provide suitable training appropriate to student needs
- Manage and administer training and services including charging and collecting relevant fees and charges
- Communicate with nominated people in the event of an accident or emergency
- Report to relevant government departments and other regulatory, funding or industry bodies about training matters
- Participate in research and development projects

Disclosure of Information

We use student information in order to fulfil our commitment to providing excellent education, training and other services.

As a Registered Training Organisation, the International College of Queensland may be required to provide personal information to the following external organisations, including but not limited to the Department of Home Affairs: Immigration; the Department of Education; the National VET Regulatory and Registering body ASQA (Australian Skills Quality Authority) and National Council for Vocational Education Research (NCVER).

Under the *Data Provision Requirements 2012*, International College of Qld is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the ICQ enrolment form), may be used or disclosed by International College of Qld for statistical, administrative, regulatory and research purposes. International College of Qld may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVET employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

In addition, we may disclose required information to the following:

- Student representatives (a person nominated by that student with written permission for Pragmatic to do so)
- Our professional advisors, accountants and auditors
- Government and other regulatory and funding bodies
- Related entities and other bodies with which we are affiliated

The International College of Queensland may also disclose information if it is reasonably believed to be necessary to prevent or lessen a serious threat to life or health of any person.

The International College of Queensland may use or disclose personal information (other than sensitive information) for direct marketing purposes unless the student has made a request that they do not wish to receive any International College of Queensland promotional material.

All students, clients and employees have the right to access their own personal information held by International College of Queensland.

Student information will not be released to parents, partners or any other third party without the student's written consent.

Student information will not be provided to third parties over the phone.

International College of Queensland staff will confirm the student's identity prior to releasing any information over the phone.

Accuracy of Information

International College of Queensland will take reasonable steps to ensure that the information students provide and is stored by International College of Queensland is accurate and up to date at all times. The accuracy of the information is dependent to a significant extent on the student's continued cooperation and the provision of current information.

Students are responsible to advise the Student Services at International College of Queensland, as soon as possible, of:

- any errors in the information International College of Queensland holds
- any changes to personal details and confirm all alterations to be made to information already held by International College of Queensland

Complaints relating to Privacy matters/breaches will need to be made in writing and directed to the Student Services at International College of Queensland – studentservices@studyingqld.com.au

Access of student records

Students or parents and legal guardians only, will have the right to access the student's own hard copy records.

Requests should be made to the relevant Trainer/Senior Trainer and an appointment made to go through the file with the individual student.

Past students can request access to their records by contacting International College of Queensland by phone on 07 5309 6635 or e-mail at studentservices@studyingld.com.au

Students are advised to keep copies of all written work before submitting this to their trainer. Any copies requested after submission will incur a fee. The fee will vary according to the amount of copying that is required. Please refer to the Fees & Charges Policy.

Further Information on the Australian Privacy Principles

If you require further information about the National Privacy Principles please contact the Office of the Australian Information Commissioner via email enquiries@oaic.gov.au, by telephone 1300 363 992 or by visiting their website: www.oaic.gov.au