

POLICY AND PROCEDURE FOR PRIVACY AND CONFIDENTIALITY

PURPOSE

The Central Coast Community College (the College) is committed to providing quality services. This policy aims to enhance the transparency of our operations and to give our students and staff an understanding of the sort of personal information we hold and the way we handle that information.

DEFINITIONS

Australian Skills Quality Authority means the national regulator for vocational education and training organisations

Student means any person for whom the College is in contact with in the purpose of providing an educational experience

National VET Data Policy outlines the Australian Government Department of Education and Training's data collection and submission requirements for total VET activity

Australian Privacy Principles (APPs) means how organisations may collect, use, disclose and store personal information and how individuals may access, and correct personal information held about them

Personal Information means information or an opinion, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion

Sensitive Information means information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information

POLICY STATEMENT

The College recognise the provisions of the *Privacy Act 1988* (Cth), *Privacy and Personal Information Protection Act 1998* (NSW) and the *Trade Practices Act 1974* (Cth). These and the Standards for RTOs 2015 require all staff members to safeguard any confidential information obtained by the College, or individuals acting on its behalf, which relate to any students or staff members.

PROCEDURES

Collecting information

- It is our usual practice to collect personal information directly from an individual
- Sometimes we collect personal information from a third party (such as a parent, caregiver or an authorised advocate), but only if the individual has consented to such collection or would reasonably expect us to collect personal information in this way, or if it is necessary for a specific purpose such as the investigation of a complaint
- In limited circumstances we may receive personal information about third parties from individuals who contact us and supply us with the personal information of others in the documents they provide to us (such as where prospective staff members provide contact information for their nominated referees). In these circumstances we will attempt to ensure that the consent of those third parties is obtained if we think we may need to use or disclose that information
- We only collect personal information for purposes which directly relate to our services and activities, and only when it is necessary for such purposes. These purposes include:
 - enquiring about and enrolling into courses at the College
 - submitting assessment material to the College
 - accessing other service programs with the College
 - asking to be on an email or mailing list to receive information from us
 - applying for employment with the College
 - nominating for a position as a Director
 - when we are planning consultation with our stakeholders who we believe will want to be consulted
 - when we plan public relations events
 - conducting industry consultations; and
 - when an individual makes a complaint to us
- We also collect personal information as part of our normal communication processes directly related to those purposes, including:
 - when an individual emails staff members
 - when an individual phones us we may store his/her phone number on our telephone system; or
 - when an individual hands us a business card

Using and disclosing information

- We only use personal information for the purposes for which it was given to us, or for purposes which are directly related to one of our services or activities, and we do not give it to government agencies, organisations or anyone else unless one of the following applies:
 - the individual has given us permission
 - the individual would reasonably expect, or has been told, that information of that kind is

usually passed to those individuals, bodies or agencies

- it is required or authorised by law; or
- it will prevent or lessen a serious and imminent threat to somebody's life or health

Data quality

- We take steps to ensure that the personal information we collect is accurate, up to date and complete
- We maintain and update personal information when an individual advises us that personal information has changed, and at other times as necessary

Data security

- We maintain policies and procedures that assure the safety, integrity, accuracy and currency of our records
- We take steps to protect the personal information we hold against loss, unauthorised access, use, modification or disclosure and against other misuse. These steps include password protection for electronic files, securing paper files in locked cabinets or locked rooms and physical access restrictions
- When no longer required, we destroy or delete personal information in a secure manner

Access and correction

- If an individual requests access to the personal information we hold about them, or requests that we change that personal information, we will allow access or make the changes
- If we do not agree to provide access to personal information, the individual may seek a review of our decision or may appeal our decision under the Freedom of Information Act
- Individuals can obtain further information about how to request access or changes to the information we hold about them by contacting us

SPECIFIC FILES

This section provides additional details about how we handle specific types of files that contain personal information.

Complaint Files

- We collect personal information in complaint files to enable us to investigate and resolve complaints about our services, and use that personal information to ensure that we are accountable for the way we handle complaints
- The personal information in these files is about complainants and respondents. Complaint files may also include personal information about individuals who are authorised to represent complainants or respondents, and about third parties who provide information during our investigations

- We collect personal information directly from complainants and respondents or their authorised representatives
- We may also collect personal information about complainants and respondents from third parties, when it is relevant to investigating or resolving a complaint
- We only use the personal information on these files to investigate or resolve complaints
- We may use personal information held in complaint files to contact the complainant, the respondent and any other relevant individual or organisation
- We may give information to other regulators or to enforcement bodies while referring a complaint to that body or seeking its advice. We prefer to seek the consent of the individual, but may sometimes disclose without consent if we are authorised or required by law to disclose the information

Contacts Lists

- We maintain contacts lists which include contact information about individuals who may have an interest in our services, such as business, industry, other educational bodies, job service agencies and media representatives. We use these contacts lists to distribute information about our activities and publications
- It is our usual practice to collect personal information in contact lists directly from individuals, for example, where they have asked to be added to a contact list
- Sometimes we collect personal information from a third party or from a publicly available source such as a website or telephone directory. We only collect personal information in this way if the individual would reasonably expect us to or has given consent. For instance, we might collect this information if we thought that the individual (or the organisation they work for) would like to receive information about a service we are offering. We would only contact this individual in their work capacity
- We only use personal information in contacts lists for providing information on our services and managing public and stakeholder relations
- We maintain and update personal information in our contacts lists when we are advised by individuals that their personal information has changed. We also regularly audit contacts lists to check the currency of the contact information. While updating the lists we will remove contact information of individuals who no longer wish to be contacted.
- Routine access to contacts lists is limited to the staff members who have responsibility for maintaining the contacts lists and sending out information. Other staff members have access to the personal information in contacts lists on a need to know basis

Enrolment Files

- We collect personal information in enrolment files to enable us to enrol students into courses, to provide relevant attendance recording forms, to manage students' outcomes from their course enrolments, and to meet our compliance requirements under the Standards for Registered Training Organisations (RTOs) 2015
- The personal information in these files includes contact information, demographic data, and outcomes related to participation in educational courses

- We use the personal information on these files to manage our course related service delivery
- We may use personal information held in these files to contact the student
- We may send contact students and past students for marketing purposes. Students may request to be removed from marketing databases and we will deal with all requests promptly
- We give the personal information in the enrolment files to the Adult and Community Education Unit, the National Centre for Vocational Education and Research, and to the Australian Skills Quality Authority, as required under the Standards for Registered Training Organisations(RTOs) 2015
- When a funding body requires us to do so, we give personal information from enrolment files to the funding body
- Only duly authorised staff members have access to enrolment files and only in the normal course of their duties

Human Resources Files

- We maintain human resources files which include contact information about our staff members. We use these files to manage our human resources
- It is our usual practice to collect personal information in human resource files directly from individuals
- Sometimes, while recruiting a staff member we receive personal information about a third party (such as contact details for a referee, or for emergency contact person/s for the staff members/independent contractor). We only use this personal information if the individual would reasonably expect us to or has given their consent
- We only use human resources information in contacts lists to manage our staff members
- We maintain and update personal information in our human resources files when we are advised by individuals that personal information has changed. We also regularly audit human resources files to check the currency of the contact information

Our Website

This section explains how we handle personal information collected from our website

www.cccc.nsw.edu.au

- When individuals only browse the website, we do not collect their personal information
- We collect personal information that individuals choose to give us via online forms or by email, for example when individuals:
 - subscribe to an email list to receive information about our courses and services
 - make a written enquiry to the College via info@ccc.nsw.edu.au
 - enrol in a course
- We only use personal information collected via our website for the purposes for which it was given to us

- When we receive an individual's email address because they sent us a message, we will only use or disclose the email address for the purpose for which they have provided it and we will not add it to a mailing list, use or disclose it for any other purpose without the individual's consent
- We offer a secure site for prospective students to enrol and pay course fees using credit cards. The credit card information on the website is encrypted, and once our staff members download the enrolment form, all credit card information is automatically deleted from the website
- Individuals who choose to join our email lists, complete online forms, or lodge enquiries, will have their contact details stored on password protected databases
- Staff members associated with website maintenance have access to our website's backend system which is password protected. Our website server, hosted by our internet service provider, is also password protected

RELATED DOCUMENTS:

Records Management Policy and Procedure

Staff Recruitment Policy and Procedure

Code of Conduct