

Student Privacy and Personal Information Policy

Policy purpose

The purpose of this policy is to direct all North Regional TAFE (NR TAFE) employees in relation to their obligations when they collect information relating to students and how they manage personal information.

The National VET Data Policy (2020) outlines the requirements on all Registered Training Organisations (RTOs) to collect and submit comprehensive data on their delivery of Nationally Recognised Training.

NR TAFE must comply with the Australian Privacy Principles as defined within Schedule 1 of the *Privacy Act 1988 (Cth)* and the requirements of the *Higher Education Support Act 2003 (Cth)*.

Policy scope

This policy applies to all NR TAFE employees, whether permanent, temporary, full-time, part-time, contract or casual, and covers all personal information provided by students as part of their enrolment with the College.

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, NR TAFE 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
- with whom the information may be shared (such as the Australian Government or Tuition Assurance Scheme).

Where NR TAFE 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
- 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

NR TAFE will ensure:

- that if it is necessary for the record to be given to a person in connection with the provision of a service everything reasonably within NR TAFE's power will be done to prevent unauthorised use or disclosure of information contained in the record.
- that students' records are protected by such security safeguards as it is reasonable in the circumstances against loss, unauthorised access, use, modification or disclosure and against other misuse.

NR TAFE 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
- the steps that should be taken by persons wishing to obtain access to that information.
- NR TAFE will not use the information without taking reasonable steps to ensure that the information is accurate, up to date and complete. NR TAFE will not use the information except for a purpose to which the information is relevant.

Disclosure of personal information

Generally, the information we collect stays within the College and is required by essential areas such as Client Services, Finance, Data Management and Training Services. Sometimes NR TAFE is required to disclose information to other organisations. Personal information (including the personal information contained on our enrolment form and student training activity data) may be used or disclosed by NR TAFE for statistical, regulatory and research purposes. NR TAFE may disclose personal information for these purposes to third parties, including:

- School – where secondary students undertake vocational education and training (VET), including a school-based apprenticeship or traineeship
- Students under 18 - information is available to parents/guardians
- Employer – if students are enrolled in training paid by employers
- Commonwealth and State or Territory government departments and authorised agencies;
- National Centre for Vocational Education Research (NCVER).

Where NR TAFE discloses information to another person, body or agency, they are also required to respect your privacy and only use the information for a purpose which the information was provided.

Applying for a copy of personal information

Any current or past student of NR TAFE may apply to receive a copy of their personal information held by NR TAFE. To do so the student must apply in writing to Client Services who will ensure that the requested information is provided within 10 working days. The College reserves the right to apply a fee if the information has been archived.

VET Student Loans – information student consent

Students applying for VET Student Loans must give informed consent to their information being provided to the Commonwealth. NR TAFE will ensure that students are given appropriate privacy notices at the time they provide their personal information, for example, via application forms, websites and phone admission methods, or the VET Student Loans Request Form.

Privacy Complaints

A complaint can be submitted by any action within the 'Feedback' section of the NR TAFE website. Refer to the NR TAFE Complaints Management Policy for more detailed information on how to lodge a complaint or grievance and how complaints are managed by NR TAFE.

Publication

This policy will be made available to students enrolled or intending to enrol with NR TAFE through publication on its website. It will also be provided in course induction packs where applicable.