

P08 - PRIVACY AND PERSONAL INFORMATION POLICY AND PROCEDURE

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1. Collection and Use of Personal Information

1.1 Australian Hospitality Skills Recognition (AHSR) and Australian Skills Management Institute (ASMI) ensures that it manages personal information in an open and transparent manner. AHSR/ASMI will only collect personal information by fair and lawful means which are necessary for its functions. AHSR/ASMI is committed to ensuring the confidentiality and security of the information provided to it, in accordance with *Privacy Act 1988* and Australian Privacy Principles (APPs).

Information is collected on the enrolment application form and during student enrolment in order for AHSR/ASMI to meet its obligations under the *Privacy Act 1988*.

1.2 How AHSR/ASMI collects personal information

Students are asked to supply information to AHSR/ASMI when applying for enrolment, at orientation sessions and during the periods of study. Generally this information includes name, address, telephone number(s), email addresses(s), date of birth, gender, citizenship, ethnic origin, religion, passport details, academic and English language attainments, disabilities, health information, including illnesses, allergies and dietary information.

At the time information is collected, students will be advised if they are required by a specific law to supply the information requested.

Personal information is collected directly from students, except in special circumstances where information about them may be obtained from third parties such as homestay providers. If students are under 18 years old, AHSR/ASMI may obtain information from a parent.

1.3 Personal information supplied by individuals to AHSR/ASMI will be used to provide information about study opportunities, course administration, and academic information and to maintain proper academic records. If an individual chooses not to give AHSR/ASMI certain information, then AHSR/ASMI may be unable to enroll the individual in a course or supply him/her with appropriate information.

1.4 In collecting personal information, AHSR/ASMI will comply with the privacy requirements of the APPs set out in the *Privacy Act 1988*.

2. Disclosure of Personal Information

2.21 Disclosure

Information collected about students on the enrolment application form and during enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities. In other instances information collected on the enrolment application form and during enrolment can be disclosed without consent where authorised or required by law.

This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach of a student visa condition. AHSR/ASMI will not disclose an individual's personal information to another person or organisation unless:

- i) 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;
- ii) the individual concerned has given written consent to the disclosure;
- iii) AHSR/ASMI 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;
- iv) the disclosure is required or authorised by or under law; or
- v) 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, AHSR/ASMI shall include in the record containing that information a note of the disclosure.

Any person or organisation to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was supplied.

2.22 Cross-border disclosures

Before AHSR/ASMI discloses personal information to an overseas recipient, it will take reasonable steps to ensure that the overseas recipient does not breach the APPs (other than APP 1) in relation to that information.

3. Security of Personal Information

AHSR/ASMI will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, and accurate, up-to-date, complete, and not misleading.

AHSR/ASMI 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.

4. Right to Access and Correct Records

Individuals have the right to access or obtain a copy of the personal information that AHSR/ASMI holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for a student to access personal information that AHSR/ASMI holds about him/her; however, AHSR/ASMI may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request.

If an individual considers his/her personal information to be incorrect, incomplete, out of date or misleading, he/she can request that the information be amended. 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.

Written requests for access to or to obtain a copy of personal information held by AHSR/ASMI should be sent to:

Director of Operations
Level 3, 320 Adelaide Street,
BRISBANE, QLD,
4000

5. Publication

These *Privacy and Personal Information Procedures* will be made available to students and prospective students by publication on AHSR/ASMI websites. 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 procedure, AHSR/ASMI will advise students on enrolment about these procedures and where they are located.

6. Complaints and Appeals

If a student has a complaint or an appeal regarding privacy and personal information, the Complaints and Appeals Policy will apply.

Version	Details	Date
1.0	Initial document creation	13 March 2015
2.0	Updated to meet legislative requirements	14 May 2015