

## POLICY AND PROCEDURE

<b>Code and Number</b>	<b>E.1.12</b>
<b>Title of Document</b>	<b>Student Privacy and Personal Information</b>

### POLICY

In the course of its business, Australian College of Nursing Ltd (ACN) may collect information from students or persons seeking to enrol with ACN, either electronically or in hard copy format, including information that personally identifies individual users. ACN may also record various communications between individuals and ACN.

In collecting personal information ACN will comply with the requirements of the Australian Privacy Principles (APPs) set out in the *Privacy Act 1988 (Cth)* as amended by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

### 2. Collection and use of personal information

ACN will only collect personal information from individuals by fair and lawful means which is necessary for the functions of ACN. ACN will only collect sensitive information with the consent of the individual and if that information is reasonably necessary for the functions of ACN.

The information requested from individuals by ACN will only be used to provide details of study opportunities, to enable efficient course administration, to maintain proper academic records, to assess an individual's entitlement to FEE-HELP or VET FEE-HELP assistance, to allocate a

Commonwealth Higher Education Student Support Number (CHESSN), and to report to government agencies as required by law. If an individual chooses not to give ACN certain information then ACN may be unable to enrol that person in a course or supply them with appropriate information.

### 3. Disclosure of personal information

Personal information about students studying with ACN may be shared with the Australian Government and designated authorities, including the Australian Skills Quality Authority (ASQA), the Tertiary Education Quality and Standards Agency (TEQSA), the Commonwealth Department with responsibility for administering the *Higher Education Support Act 2003*, the Tuition Assurance Scheme manager, and organisations that run courses in conjunction with ACN.

This information includes personal and contact details, course and unit enrolment details and changes.

ACN 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 to the disclosure;
- c) ACN 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; or
- 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.

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, ACN shall include in the record containing that information a note of the disclosure.

Any person or organisation that collects information on behalf of ACN or 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 collected by them or supplied to them.

#### **4. Security and integrity of personal information**

ACN is committed to ensuring the confidentiality, security and integrity of the personal information it collects, uses and discloses and will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is accurate, up to date and complete.

ACN will store securely all records containing personal information and take all reasonable security measures to protect personal information it holds from misuse, interference, loss, unauthorised access, modification or disclosure.

Where ACN has no further use for personal information for any purpose disclosed by ACN, or is no longer required to maintain that personal information, all reasonable steps will be taken to destroy or de-identify the information.

#### **5. Right to access and correct records**

Individuals have the right to access or obtain a copy of the personal information that ACN holds about them. Requests to access or obtain a copy of personal information must be made in writing.

There is no charge for an individual to access personal information that ACN holds about them; however ACN 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. Where it is reasonable to do so, access to the information will be provided in the manner requested by the individual.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made as soon as practical. Where an individual 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. There is no charge for making a request to correct personal information.

Written requests for access to, to obtain a copy of, or correct personal information held by ACN should be sent to:

Manager Customer Service Centre  
Australian College of Nursing  
PO Box 650  
PARRAMATTA NSW 2124  
[customerservices@acn.edu.au](mailto:customerservices@acn.edu.au)

#### **6. Complaints about an alleged breach of the APPs**

Where an individual believes that ACN has breached a Privacy Principle in relation to that individual they may lodge a complaint using ACN's grievance handling procedures which enables students and prospective students to lodge grievances of a non-academic nature, including grievances about handling of personal information and access to personal records.

#### **7. Publication**

This policy will be made available to students and persons seeking to enrol with ACN by publication on ACN's website: [www.acn.edu.au](http://www.acn.edu.au). Alternatively, a copy of this policy may be requested by contacting ACN using the contact details provided above.

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, ACN will advise students on enrolment about these procedures and where they are located.

## **RELATED POLICIES AND PROCEDURES**

### A.3 Privacy Policy

**Ratified by Board:** 19 February 2016

<b>Responsibility for Review</b>	Education Management Committee
<b>Ratification</b>	Board
<b>Date of Issue</b>	February 2016
<b>Date Last Reviewed</b>	
<b>Date Next Review Due</b>	February 2017