

1.0 Scope

This policy applies to Churchill Education clients including students, prospective students and other individuals.

This is in accordance with the Australian Privacy Principles as contained in the Privacy Act 1988 (Cth) and the Higher Education Support Act 2003.

This also applies to students seeking VFH assistance through Churchill Education. This policy applies to applicants and students eligible to receive VFH assistance at Churchill Education.

2.0 Purpose

Churchill Education takes privacy very seriously and is committed to protecting the privacy of individuals. This includes personal, health, financial and other confidential information, which is necessary for Churchill Education to carry out its functions. Churchill Education will take all reasonable steps to protect individual information from loss, misuse or unauthorised disclosure or destruction. The right to privacy is a value that is highly regarded.

Churchill Education student's personal information will be collected by fair and lawful means which is necessary for the purpose of enrolment and function of Churchill Education and is committed to ensuring the confidentiality and security of the information provided. This policy is issued in accordance with:

- The Higher Education support ACT 2003 (HESA);
- The Privacy Act 1998; and
- The Freedom of Information Act 1982.

Churchill Education endeavours to balance the rights of privacy with the need to be accountable and transparent in its dealings. Certain information will not be available under freedom of information laws. This includes private information relating to another individual, Churchill Education's internal working documents and material obtained in confidence.

3.0 Definitions

Agent: a representative of Churchill Education who sells and delivers education services under



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Churchill Education's scope of registration

Client: A person who is currently, who has been, or who could potentially be receiving training or accreditation from Churchill Education.

Staff: Churchill Education's employees or contractors

Student/s: refers to all persons enrolled or seeking to enrol in a unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act who are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

The Act: refers to the Higher Education Support Act 2003

4.0 What Type of Information We Collect

Churchill Education will lawfully collect information which is required to enable Churchill Education to fulfil its function as a training and assessment provider.

Personal information which Churchill Education may collect include Names, Addresses, Date of Birth, Address, Contact Details, Qualifications, Work Experience and Payment Information.

Where the student is accessing Vet Fee Help, Churchill Education and/or its Training Representative (where applicable), is collecting the personal information of students for the purpose of assessing eligibility for VFH assistance under HESA 2003 and allocating a Commonwealth Higher Education Student Support Number (CHESSN). Churchill Education must comply with the information privacy principles relating to information obtained by the provider for the purposes of VFH assistance.

5.0 Why We Collect Personal Information

Churchill Education may use personal information for the following purposes:

To provide information about study options and Recognition of Prior Learning (RPL);
To maintain academic records;

- Planning
- Reporting
- Communicating
- Research
- Evaluation
- Financial administration (including debt recovery)
- Auditing
- Marketing purposes

- To meet the requirements of Legislation and Government Agencies, including the *Department of Education & Training (DET)* and *Australian Skills Quality Authority (ASQA)*
- For any other purposes where the individual has provided consent for such use.

6.0 How Personal Information Is Collected

Personal information will be collected by lawful or fair methods.

This information is collected usually through electronic means and in hard copy format. Churchill Education's preferred source of personal information is directly from the student.

Churchill Education may also record various communications with all related individuals.

7.0 Disclosure of Personal Information

Churchill Education will not disclose the personal information of a student, except as permitted under these policies. Churchill Education will not disclose personal information to a person, body or agency (other than the individual concerned) unless:

- The individual concerned has expressly consented to or implied consent to the disclosure in writing or phone call;
- The person disclosing the information 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 student or of another person; or
- The disclosure is required or authorised by or under law; or
- 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, or for the protection of the interests of the government, statutory authority or statutory office –holder as an employer;
- The student is acquiring financial assistance from the Department of Human Services (i.e. Austudy, Abstudy or Youth Allowance), therefore a student's personal information entailing enrolment details is expected to be disclosed to the respective agency concerned;
- The student is a school-based, apprentices, trainees or a student studying with Churchill Education towards secondary education, therefore personal information, attendance details,

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progress and results may be disclosed to the respective schools and authorities;

- The student is under the age of 18 years, therefore personal information, attendance details, progress and results may be disclosed to respective parent(s)/guardian(s); or
- The student enrolls or applies to enrol at another institute, and the situation favours the student, therefore personal information may be shared with those institutes.
- To enable contracted third parties to communicate with students regarding their enrolment and education requirements.
- In the case where Churchill Education does disclose personal information, Churchill Education will include a note of the disclosure in the record containing that information.
- To meet the requirements of the Australian Government Agencies, including the Department of Education & Training (DET) and Australian Skills Quality Authority (ASQA) and designated authorities such as the Tuition Assurance Scheme and the Australian Taxation Office.
- Churchill Education has reason to suspect that illegal or unlawful activity is being or has been engaged in. The personal information will only be used or disclosed if it is necessary to the investigation of the matter or in reporting its concerns to relevant persons or authorities.
- Churchill Education is required to provide the Department, through the VET FEE-HELP student loan scheme, with student and training activity data. Information is required to be provided in accordance with the VET guidelines (which are available at <http://www.comlaw.gov.au/Details/F2012L02569>).

Personal information about student(s) studying with Churchill Education may be shared with Australian Government and designated authorities, including the Tuition Assurance Scheme, Australian Taxation Office and the Education Department. This information includes personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach of the Department's conditions.

The Department may use the information provided for planning, administration, policy development, program evaluation, resource allocation and reporting and/or research activities. For these and other lawful purposes, the Department may also disclose information to its consultants, advisors, other government agencies, professional bodies and/or other organisations.

When Churchill Education releases information to a third party, it will advise the third party that they should not use the information for any purposes other than the purposes for which it was disclosed.

7.0 Storage and Security of Personal Information

Churchill Education and/or its Training Representative (where applicable) will act lawfully and as far as is reasonable and practicable in a fair and non-intrusive way. Wherever possible, it will collect information directly from students rather than from third parties. The members and staff will do their best to tell students if Churchill Education collects information about them from a third party.

Information will be collected and used in accordance with the privacy principles described in legislation, which sets standards in relation to the collection, storage, use or disclosure of individual information. When Churchill Education collects information it will advise of why it is being collected and the law which requires it to be collected. Churchill Education will take reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up to date and complete.

Churchill Education will take all reasonable steps to protect individual information from loss, misuse

or unauthorised disclosure or destruction. To protect information from possible misuse Churchill Education may require that inquirers establish their identity before discussing individual information.

Churchill Education will ensure that records are protected against loss, against unauthorised access, use, modification or disclosure, and against other misuse. Churchill Education has a separate *IT and Information Security Policy* which outlines security requirements.

Churchill Education has staff located in Australia, Canada, USA and Philippines who perform training, assessment and administrative functions. Such staff have access to secure IT systems which enable them to perform the required tasks associated with their respective roles.

8.0 Accessing Your Own Personal Information

Churchill Education policy allows students to apply for and receive personal information that Churchill Education holds about themselves according to the above requirements. The request should be lodged in writing, addressed to the Compliance & Training Manager providing full details of the student's name, ID number and details of the specific information required.

A student may access their own personal information held by Churchill Education at no charge.

Alternatively, the Freedom of Information Act 1982 provides for persons (including Churchill Education students) to make an application for access to information (including personal information) held by Churchill Education to be amended if the person believes that the



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information is incomplete, incorrect, out of date or misleading.

9.0 Update of Personal Information

Churchill Education will make all reasonable efforts to ensure that personal information recorded by Churchill Education is kept up to date. If a student believes that their personal information retained by Churchill Education is out of date or otherwise inaccurate, the student is expected to contact Churchill Education and provide the updated details.

When Churchill Education does not believe the record should be amended, the student may request that a notation is placed on the record giving their version of how the record should be read.

10.0 Complaints

If a student is unhappy about the way their personal information is collected, used or accessed, they can make a complaint in accordance with Churchill Education Complaints & Appeals Policy. Complaints can be directed to our Compliance & Training Manager.

A complaint can be lodged in four ways:

1. Phone – Call 1300 793 002 between 8am – 8pm Monday to Friday
2. Email info@churchilleducation.edu.au or visit this page <http://www.churchilleducation.edu.au/contact-us/>
3. Written complaint can be forwarded: PO Box 691 Samford Qld 4520
4. In person by visiting our office is at 2 Cliff Salisbury Court, Samford Village Qld 4520

Alternatively, a student may complain about a breach of the Privacy Principles by contacting the office of the Australian Information Commissioner on <https://www.oaic.gov.au/> or by phoning 1300 363 992.