

**PURPOSE:**

This policy describes the practices and procedures by which Quality Training & Hospitality College Pty Ltd, trading as Quality College of Australia (QCA) will ensure the compliance with the relevant privacy legislation to protect the personal information and right to privacy of those which are detailed within this policy.

**SCOPE:**

This policy applies to all students, both Domestic & International, and persons employed by or contracted to QCA. The Operations Director is responsible for the control and issuance of this policy.

**PROCEDURE**

QCA will ensure that it respects the privacy of staff/prospective staff, contractors, students/prospective students (and their employers), by implementing the Australian Privacy Principles.

The Australian Privacy Principles (APPs) set out how private sector organisations should collect, use, keep secure and disclose personal information. The principles give individuals a right to know that information an organisation holds about them and a right to correct that information if it is wrong.

QCA will ensure it operates consistently with the APPs and only collects the personal information that is necessary for the conducts of its business, and that it will use that information in the manner for which it was intended.

**Review**

The Operations Director will review the policy annually or earlier. Should there be relevant amendments to the respective Act or changes to the operations of QCA or educational environment, these changes will be analysed and updated in the policy.

**Purpose for Collecting Information**

QCA collects personal information of students for course administration, statistical purposes for the Government & regulating bodies as well as for training purposes and compliance against the Standards for RTO's to ensure quality service is given to students in an open and transparent way.

The purpose for which QCA collects personal information of job applicants, staff members and contractors include satisfying ASQA registration requirements, satisfying legal obligations, insurance purposes, administering an individual's contract of employment.

**Information Collected**

Quality College of Australia respects the importance of securing any form of personal information which is collected from the student(s) and/or other Stakeholders. Information collected from students is only utilised for the purpose gathering information on the student as part of their enrolment, training, assessment and certification process. All data is kept securely within either a locked filing cabinet or filed electronically within a password protected database.

**Provision of Information**

Student or staff information will not be provided to anyone unless QCA has permission from the student or staff member. Quality College of Australia has an obligation under Commonwealth and State legislation to provide information to certain government departments for the purpose of reporting data to the government. On occasion, the government regulatory body will require access to student records for the purpose of auditing the RTO against the Standards for RTO's.

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QCA promotes and conducts the following policy in accordance with the Privacy Amendment (enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988.

### Access to Information

Under the APPs the student or staff member can access his/her personal information and may correct inaccurate or outdated information about themselves.

Personal details may be updated by contacting the QCA Compliance Officer: 1300 511 888 or [admin@qca.edu.au](mailto:admin@qca.edu.au) (Attn: Compliance Officer).

Should staff or students seek access to their information we have a documented procedure requiring authorisation before this can occur.

- Access to student/staff personal information is available on application through the QCA Compliance Officer. Access to personal information will be controlled at all times
- Access to personal information must be requested by submitting and having approved, an Access Authorisation Form. For students, proof of identity will be required before access is granted
- A person requesting the information will be accompanied for the entire time they are in possession of their personal information by the QCA Compliance Officer or other QCA delegated authority

### Students

Students will have access to all information held about them. QCA will store and use the information appropriately and limit access to only those who have a legal reason to have access to that information, or to whom the student has given permission.

Students who request access to their information will be given full access to the details they request. No cost will be charged for them accessing their information whilst they are enrolled students.

### Staff

Staff will have access to all information we hold on them, and we will store and use the information appropriately and limit access to only those who have a legal reason to have access to that information, or whom the staff member has given permission.

Staff members who request access to their information will be given full access to the details they request. No cost will be charged for them accessing their information whilst they are employed at QCA. If the person is no longer an employee of QCA, and they request access of information there may be a fee involved, the cost must be paid in advance.

### Privacy Principles

QCA abides by the APPs and will not pass on students or other staff member's information to anyone in any way that may be considered as breaching the Privacy Principles.

The following Australian Privacy Principles (APPs) were downloaded from:

<https://www.oaic.gov.au/privacy/australian-privacy-principles/australian-privacy-principles-quick-reference/>

#### **APP 1 — Open and transparent management of personal information**

Ensures that APP entities manage personal information in an open and transparent way. This includes having a clearly expressed and up to date APP privacy policy.

#### **APP 2 — Anonymity and pseudonymity**

Requires APP entities to give individuals the option of not identifying themselves, or of using a pseudonym. Limited exceptions apply.

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**APP 3— Collection of solicited personal information**

Outlines when an APP entity can collect personal information that is solicited. It applies higher standards to the collection of 'sensitive' information.

**APP 4— Dealing with unsolicited personal information**

Outlines how APP entities must deal with unsolicited personal information.

**APP 5— Notification of the collection of personal information**

Outlines when and in what circumstances an APP entity that collects personal information must notify an individual of certain matters.

**APP 6— Use or disclosure of personal information**

Outlines the circumstances in which an APP entity may use or disclose personal information that it holds.

**APP 7— Direct marketing**

An organisation may only use or disclose personal information for direct marketing purposes if certain conditions are met.

**APP 8— Cross-border disclosure of personal information**

Outlines the steps an APP entity must take to protect personal information before it is disclosed overseas.

**APP 9— Adoption, use or disclosure of government related identifiers**

Outlines the limited circumstances when an organisation may adopt a government related identifier of an individual as its own identifier or use or disclose a government related identifier of an individual.

**APP 10— Quality of personal information**

An APP entity must take reasonable steps to ensure the personal information it collects is accurate, up to date and complete. An entity must also take reasonable steps to ensure the personal information it uses or discloses is accurate, up to date, complete and relevant, having regard to the purpose of the use or disclosure.

**APP 11— Security of personal information**

An APP entity must take reasonable steps to protect personal information it holds from misuse, interference and loss, and from unauthorised access, modification or disclosure. An entity has obligations to destroy or de-identify personal information in certain circumstances.

**APP 12— Access to personal information**

Outlines an APP entity's obligations when an individual request to be given access to personal information held about them by the entity. This includes a requirement to provide access unless a specific exception applies.

**APP 13— Correction of personal information**

Outlines an APP entity's obligations in relation to correcting the personal information it holds about individuals.

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