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## Privacy and Personal Information

### Procedure

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| <b>Issue Date:</b> | <b>Issue History:</b>   |
|--------------------|---|
| August 2014        | Initial release (V1.0)  |
| December 2015      | Reviewed and updated to supersede Aug 2014 version (V1.1)         |
| October 2016       | Reviewed and updated related policies and procedures (V1.2)       |
| August 2017        | Reviewed and revised (V1.3) Director of Quality Assurance removed |
| February 2018      | Reviewed and revised (V2.0) Changed DIBP to DoHA                  |
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| <b>Procedure</b> | <b>Privacy and Personal Information Procedures</b> |
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| Title            |  |
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| <b>Procedure</b> | <p><b><u>Collecting and use of information</u></b></p> <p>The personal information supplied by individual Students to Cambridge International College (WA) will only be used to provide information about study opportunities, to enable efficient administration, and to maintain proper academic records. All the information collected is governed by the Privacy legislative requirements.</p> <p>CIC obtains personal information from prospective students (through education agents) and current students when applying for enrolment, at orientation sessions and during the periods of study. This information includes name, address, telephone number(s), email addresses, date of birth, gender, citizenship, passport details, academic, English language attainments, unique student identifier and any disabilities information.</p> <p>All students sign a consent form which agrees to use of their personal information and appropriate disclosure as a part of their application and Written agreement with CIC.</p> <p><b><u>Storage and security of personal information</u></b></p> <p>CIC keeps all record of personal information secure and makes reasonable steps to secure the content and protected from misuse, loss, unauthorised access, modification or disclosure.</p> <p>Records which are no longer required are appropriately disposed of in accordance with legislative requirements.</p> <p>CIC ensures that personal information is up to date. CIC will collect updated information from students twice each calendar year,</p> <p><b><u>Access to Personal Information</u></b></p> <p>Students may access and request amendments to records by contacting the Admissions and Student Services team. A student may access their personal information at no charge.</p> <p>If a student believes that their personal information retained by CIC is out of date or otherwise inaccurate, the student may amend personal information through the CIC student contact/personal information change form. The CIC Administration Department will update the information in the Student Management System (TEAMS) based on this information.</p> <p>When CIC does not believe the record should be amended, a notation will be placed on the record providing the student's version of the information.</p> <p><b><u>Publication</u></b></p> <p>CIC will not publish any information without student or staff consent.</p> <p>All student communication on CIC's notice boards will be with the use of the student number only and without a student's name. E.g. for the notification of attendance percentages for visa condition purposes</p> <p><b><u>Disclosure</u></b></p> |

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|                                      | <p>Personal information may be disclosed to:</p> <ul style="list-style-type: none"> <li>• The personal information may be collected by or disclosed to EduCo Australia (EduCo) which provides services under a shared service agreement. EduCo has staff who operate in overseas countries managing education agents.</li> <li>• CIC's related entity, Cambridge International College (WA) Pty Ltd.</li> <li>• Australian Government and designated authorities and their auditors, including the Federal Department of Education and Training (DET), Federal Department of Home Affairs (DoHA) Tuition Protection Service, Overseas Ombudsman, Student Identifiers Registrar and Australian Taxation Office (ATO).</li> </ul> <p>CIC will respond to the request for access to the personal information with relevant information:</p> <ul style="list-style-type: none"> <li>• if the entity is a government department or agency — within 30 days after the request is made; or</li> <li>• if the entity is an organisation — within a reasonable period after the request is made.</li> </ul> <p><b><u>Complaints and Appeals</u></b></p> <p>If a student has a complaint or an appeal regarding privacy and personal information, the Complaints and Appeals Policy will apply.</p> <p>The Office of the Australian Information Commissioner (OAIC) can investigate privacy complaints from individuals about CIC. Information is available at the following link:<br/> <a href="https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint">https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint</a></p> <p>Before a student can lodge a complaint with the OAIC, the student needs to complain directly to CIC and allow 30 days for CIC to respond. If the student is dissatisfied with the response, the student may then complain to the OAIC.</p> |
| <b>Related Policy and Procedure:</b> | Privacy and Personal Information Policy<br>Student Support Policy and procedures<br>Complaints and Appeals Policy and Procedures  |
| <b>Related Forms:</b>                | None  |
| <b>Procedure Owner:</b>              | Campus Manager<br>Director of Studies<br>Director of VET Education  |
| <b>Approved by:</b>                  | CEO   |
| <b>Approved Date:</b>                | <i>August 2014</i>  |
| <b>Definition (if any)</b>           |   |