

PRIVACY AND PERSONAL INFORMATION POLICY AND PROCEDURE

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1 PURPOSE

1.1 This policy ensures that DIC meets its legal and ethical requirements in regard to the collection, storage and disclosure of personal information it holds in regard to its student population, staff, other clients and interactions with external organisations.

2 SCOPE

2.1 This policy applies to all working employees and enrolled, or intending to enrol, students at Della International College.

3 POLICY STATEMENT

In collecting personal information DIC:

- 3.1 Will comply with the requirements set out in the Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2001.
- 3.2 Is committed to ensuring the confidentiality, integrity and security of all information.
- 3.3 Must make available to any Government approved agency all personal records as well as records of education process and operations within DIC as a registered training organisation.
- 3.4 Students sign a statement in the student agreement that they waive their right to privacy in these aspects.
- 3.5 Student records remain confidential to non-Government parties.

Collection of Information

- 3.6. In the course of its business, DIC will collect information from students, potential students, and other clients either electronically or in hard copy format; including information that personally identifies individual people.
- 3.7. DIC will record various communications between the organisation and students, prospective students, other clients and associated organisations.
- 3.8. DIC will only collect personal information by fair and lawful means that is necessary for the functions of DIC.

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Use of Information

3.9. The information supplied by individuals will only be used to provide information about study opportunities, to enable efficient administration, and to maintain proper student and client records. If an individual chooses not to provide certain information then we may be unable to provide some services or provide appropriate information.

Disclosure of Personal Information

- 3.10 Personal information about students studying with DIC may be shared with the Australian Government and ASQA. This information includes personal and contact details, course enrolment details and changes.
- 3.11 DIC will not disclose an individual's personal information to another person or organisation unless:
- 3.11.1 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
 - 3.11.2 the individual concerned has given written consent
 - 3.11.3 DIC 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
 - 3.11.4 the disclosure is required or authorised by or under law
 - 3.11.5 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.
- 3.12 Any person or organisation to which personal information is disclosed as described in this policy is not permitted to use or disclose the information for a purpose other than the purpose for which the information was supplied to them.
- 3.13 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, DIC shall include in the record containing that information, a note of the disclosure.

Security of Personal Information

- 3.14 DIC will take all reasonable steps to ensure that any personal information collected is:
- 3.14.1 Relevant to the purpose for which it was collected
 - 3.14.2 Up to date
 - 3.14.3 Complete
 - 3.14.4 Accurately recorded.
- 3.15 DIC 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.

Right to Access Records

- 3.16 Individuals have the right to access or obtain a copy of the personal information that DIC holds about them. Requests to access or obtain a copy of personal information must be made in writing and sent to:

Della International College Pty Ltd
150-154 A'Beckett St | MELBOURNE
VICTORIA 3000 | Australia

Or

An email can be sent for the same on: info@dellainternational.edu.au

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There is no charge for a student to access personal information that DIC holds about them. Individuals will be advised of how they may access or obtain a copy of their personal information and the applicable fees within ten (10) working days of receiving their written request.

Amendment to records

- 3.17 If an individual considers the personal information that DIC holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.
- 3.18 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.

Records Management

Staff members must maintain all records relevant to administering this policy and procedure in the college's recordkeeping system.

4 RELEVANT LEGISLATION AND DOCUMENTS

Documents

Student Consent for Marketing Materials Form
Letter of Offer and Student Formal Acceptance and Agreement

Legislation

- According to Standard 3.3.6. of National Code 2018 the RTO must in plain English:
 - Set out the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the *Privacy Act 1988*

5 FEEDBACK

- 5.1 College staff and students may provide feedback about this document by emailing:
compliance@dellainternational.edu.au

6 APPROVAL DETAILS

Approval	Details
Approval Authority	CEO
Administrator	Compliance Manager
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