



## Student Privacy and Personal Information

### Policy

In the course of its business, Carrick may collect information from students or potential students, either electronically or in hard copy format, including information that personally identifies individual users. Carrick may also keep records of various communications that students or potential students have with us.

Carrick is committed to protecting an individual's right to privacy. The purpose of the Student Privacy and Personal Information Policy is to outline the obligation of all Carrick employees in relation to the collection, storage, accuracy, use, disclosure and retention of "personal information", which enables an individual to be identified.

In collecting personal information Carrick will comply with the privacy requirements of the *Higher Education Support Act 2003* and the information privacy principles set out in the *Privacy Act 1988*.

### Definitions

**"Personal Information"** is defined as information about an individual, which also identifies the individual. It includes names, physical characteristics, and opinions about a person, e-mail addresses, diary notes and medical records among other things. It may be written down, stored on a database, electronic or exist in the knowledge of the people working for an organisation.

### Guidelines

#### 1.0 Collection and use of Information

- 1.1. Carrick will only collect personal information by fair and lawful means which is necessary for the functions of Carrick and is committed to ensuring the confidentiality and security of the information provided to us.
- 1.2. The personal information supplied by individuals to Carrick will only be used to provide information about study opportunities, course administration, academic information and to maintain proper academic records.
  - 1.2.1. If an individual chooses not to give Carrick certain information then Carrick may be unable to enrol the individual in a course or supply them with appropriate information.
- 1.3. Carrick will not use this information for any other purpose without the individual's consent or as required or authorised by law. This information will be kept confidential; it may be given to different units within Carrick for processing and use.

#### 2.0 Disclosure of personal information

- 2.1. Personal information about students studying with Carrick (including international students) may be shared with the Australian Government and designated authorities, including the Tuition Assurance Scheme and the ESOS Assurance Fund Manager.
  - 2.1.1. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach of a student visa condition.
- 2.2. Carrick 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 disclosure of that information is authorised under the Student Enrolment Agreement;
  - c) the individual concerned has given written consent to the disclosure;
  - d) Carrick 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;
  - e) the disclosure is required or authorised by or under law; or
  - f) 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.
- 2.3. 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, Carrick shall include in the record containing that information a note of the disclosure.
- 2.4. Any person or organisation to whom personal information is disclosed as described in this Policy will be required to not use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

### **3.0 Commonwealth assistance**

- 3.1. Personal information may also be collected to assess an individual's entitlement to Commonwealth assistance under the *Higher Education Support Act 2003* and to allocate a Commonwealth Higher Education Student Support Number (CHESSN).
- 3.2. Carrick will disclose this information to the Department of Education, Employment and Workplace Relations (DEEWR) for these purposes.
- 3.3. DEEWR will store the information securely in the VET FEE-HELP IT System (VITS).
- 3.4. DEEWR may disclose information to the Australian Taxation Office.

- 3.5. Personal information gathered for these purposes will not otherwise be disclosed without the individual's consent unless required or authorised by law.

#### **4.0 Security of Personal Information**

- 4.1. Carrick will take all 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.
- 4.2. Carrick 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.
- 4.3. Carrick will also take reasonable steps to destroy or re-identify personal information if it is no longer needed.
- 4.4. This information will not be given to third parties outside Carrick unless otherwise stated or with the individual's written consent.

#### **5.0 Right to Access and Correct Records**

- 5.1. Carrick endeavours to ensure that the personal information it holds is accurate, complete and up-to-date.
- 5.2. Individuals have the right to access or obtain a copy of the personal information that Carrick holds about them.
  - 5.2.1. Requests to access or obtain a copy of personal information must be made in writing.
  - 5.2.2. There is no charge for a student to access personal information that Carrick holds about them; however we may charge a fee to make a copy.
  - 5.2.3. 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.
- 5.3. If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.
  - 5.3.1. Where a record is found to be inaccurate, a correction will be made.
  - 5.3.2. 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.
- 5.4. Written requests for access to or to obtain a copy of personal information held by Carrick should be sent to:

Executive Director of Campus Operations  
370 Docklands Drive, Docklands VIC 3008

## 6.0 Publication

- 6.1. This Policy will be made available to students and prospective students by publication on the Institute's website (<http://www.carrickeducation.edu.au/>).

## 7.0 References

- 7.1. Office of the Federal Privacy Commissioner (OFPC)  
[www.privacy.gov.au](http://www.privacy.gov.au)
- 7.2. Australian Privacy Compliance Centre  
[www.privacycompliance.org](http://www.privacycompliance.org)

## Policy Locations

P: Drive  
MyCarrick  
Website