



Privacy Policy

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Drafted by	Veronica Kioria		
Responsible person ECM	Veronica Kioria	Signature	Date:
Ratified date			
CoM President signature	David Ling	Signature	Date:
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Basic Beliefs/Purpose

The Diamond Valley Learning Centre (DVLC) is committed to protecting the privacy of its employees, students, volunteers and Board members according to State and Commonwealth privacy legislation and other relevant legislation. This policy documents how DVLC will collect and manage personal information.

Scope

This policy applies to all DVLC staff, contractors, consultants, Board members, volunteers and students.

Policy Guidelines

DVLC will only collect personal and health information by legal and fair means in order to provide efficient and effective education services. DVLC adheres to the ten Information Privacy Principles (IPPs) within Victorian privacy legislation and the thirteen Australian Privacy Principles (APPs) which form part of Commonwealth privacy legislation (refer Definitions below).

Collection

DVLC collects personal information through application / enrolment forms, in conversation or through our website. Personal information, including sensitive information, collected from students may include:

- name
- physical and mailing addresses
- telephone numbers, including emergency contact details
- email addresses
- date and country of birth
- gender
- employment status
- passport and / or visa information
- disability and health information
- languages spoken
- school and other qualifications attained
- Victorian Student Number (VSN) and Unique Student Identifier (USI)
- indigenous status
- emergency contact details
- photographic ID
- Medicare card number
- Driver's license number
- Concession card details

Personal information, including sensitive information, collected from staff members and volunteers may include:

- tax file number
- emergency contact details
- VIT Registration
- Working with Children Check
- Police check
- Super Fund details
- verified copies of qualifications

In certain circumstances, DVLC may collect sensitive information (refer Definition) as required by law or with consent (including the consent of parents or guardians) to assist in understanding and providing for student needs. Where possible, DVLC will collect personal information directly from the individual, but information may also be received from third parties such as government agencies or referees.

DVLC will take reasonable steps to advise the purpose for which information is being collected. In general, personal information is collected for the purposes of:

- providing information about our services
- providing our education services
- keeping our records up to date
- improving our services
- reporting to government authorities
- complying with legal obligations
- communicating with staff and students
- providing an email address / login
- direct marketing (where consented to)
- verifying Victorian Student Numbers (VSN) and Unique Student Identifiers (USI)

- addressing a complaint or appeal

Use and Disclosure

Information collected will be used primarily in providing our services and will not be offered or sold to a third party without consent, unless in an emergency situation. Where legally required, DVLC will pass on information to Government agencies.

Where consent is provided, DVLC will directly communicate marketing information to current and past students. Communication will generally be by email, SMS or telephone, and will not contravene Australian Consumer Law. Students may opt out of this service at any time by contacting reception on 9435 9060.

Data Quality and Security

DVLC endeavours to keep its personal information records accurate and up to date at all times, and encourages staff and students to notify information updates as soon as possible. All data, whether electronic or in paper format is securely protected from misuse, loss, unauthorised access or modification, and disclosure. All electronic data is backed-up regularly in case of an IT or other failure.

Access to personal information is restricted to those staff members who need to know the information in order to deliver our services. DVLC will retain all personal information as required by law or contractual obligation and will destroy or de-identify any personal information that is no longer required.

Access and Correction

DVLC recognises that people have a right to access information that we have collected from them, and to make corrections if it is incomplete, inaccurate, misleading or out-of-date. Please contact our Privacy Officer on 9435 9060 or email asad.abasssi@dvlc.org.au to access or correct your personal information or request further information. Proof of identity is required when requesting or correcting personal information so that we can maintain security and confidentiality. DVLC will take reasonable steps to ensure that your personal information is correct, accurate, up to date, and not misleading.

Unique Identifiers

DVLC uses unique identifiers (such as a VETtrak enrolment number or VASS number) for the internal administration of staff and student records, and for communication purposes. DVLC also uses government-related unique identifiers such as USI and VSN, as required under law. DVLC will not disclose unique identifiers to an outside organisation unless required to do so by law or obligated under government contracts.

Transborder Data Flow

DVLC reports your information to the State Training Authority, Victorian Curriculum and Assessment Authority and/or to Commonwealth Government agencies under law and does not, in general, transfer your information outside of Australian borders. DVLC may use IT platforms such as cloud computing services or Google Docs to store your personal information on servers which are generally located outside of Australia.

Anonymity

DVLC respects an individual's right to anonymity, except in circumstances where proof of identity is required. Failure to provide certain personal information may restrict DVLC's ability to offer services or provide access to government support.

Complaints

If you feel that your privacy has been breached, or have any complaints about how your personal information has been handled, please contact our Privacy Officer on 9435 9060 or email asad.abasssi@dvlc.org.au.

External avenues for complaint include:

Office of the Victorian Commissioner for Information, Privacy and Data Protection
PO Box 24014, Melbourne VIC 3001
W: www.cpdp.vic.gov.au
E: privacy@cpdp.vic.gov.au
T: 1300 666 444

Office of the Australian Information Commissioner
GPO Box 5218, Sydney NSW 2001
W: www.oaic.gov.au
E: enquiries@oaic.gov.au
T: 1300 363 992

Definitions

1. Information Privacy Principles - Schedule 1 of the Privacy and Data Protection Act 2014 (Vic)
 - Principle 1 – Collection
 - Principle 2 – Use and Disclosure
 - Principle 3 – Data Quality
 - Principle 4 – Data Security
 - Principle 5 - Openness
 - Principle 6 – Access and Correction
 - Principle 7 – Unique Identifiers
 - Principle 8 - Anonymity
 - Principle 9 – Transborder Data Flows
 - Principle 10 – Sensitive Information
2. Australian Privacy Principles – Schedule 1 of the Privacy Act 1988
 - Australian Privacy Principle 1 – open and transparent management of personal information
 - Australian Privacy Principle 2 – anonymity and pseudonymity
 - Australian Privacy Principle 3 – collection of solicited personal information
 - Australian Privacy Principle 4 – dealing with unsolicited personal information
 - Australian Privacy Principle 5 – notification of the collection of personal information
 - Australian Privacy Principle 6 – use or disclosure of personal information
 - Australian Privacy Principle 7 – direct marketing
 - Australian Privacy Principle 8 – cross-border disclosure of personal information
 - Australian Privacy Principle 9 – adoption, use or disclosure of government related identifiers
 - Australian Privacy Principle 10 – quality of personal information
 - Australian Privacy Principle 11 – security of personal information
 - Australian Privacy Principle 12 – access to personal information
 - Australian Privacy Principle 13 – correction of personal information

3. Sensitive information – this is defined in legislation to include racial or ethnic origin, religious beliefs, sexual preferences or practices, health information, criminal record, political and trade memberships, political opinions, and biometric information.

Related Policies

P-42 Consumer Protection Policy

P-16 Complaints and Appeals Policy and Procedure

P-21 Accuracy and Integrity of Marketing Policy and Procedure

P-44 Student Engagement Policy

P-26 Access, Anti-Discrimination, Equity, Diversity and Empowerment Policy

P-8 Student Services and Welfare Policy

P-31 Student Safety and Security Policy

P-35 Mandatory Reporting and Protection of Children Policy and Procedure

Related documents

Skills First Quality Charter

Legislation

Privacy Act 1988

Privacy and Data Protection Act 2014 (Vic)

Health Records Act 2001 (Vic)

Charter of Human Rights and Responsibilities Act 2006 (Vic)

Education and Training Reform Act 2006 (Vic)

Child Wellbeing and Safety Act 2005 (Vic)

Children, Youth and Families Act 2005 (Vic)

Mapping Information

AQTF Condition 3

AQTF Standard 2

VRQA Guideline 2