



Policies and Procedures

PRIVACY POLICY AND PROCEDURE

Policy Purpose

Bedford College understands and appreciates that individuals about whom we collect information, have a fundamental right to the privacy of any personal information we collect. This policy documents the Bedford College commitment to privacy in accordance with the National Privacy Principles and relevant legislation.

Policy Scope

This policy applies to all College staff – academic and administrative – that either work for or are in other ways associated with Bedford College. The policy deals with the collection, use and disclosure, security and access to personal information.

Definitions

National Privacy Principals (NPP) – refers to the guidelines from the Privacy Amendment (Private Sector) Act 2000

Department of Education, Employment and Workplace Relations (DEEWR) – refers to the Australian Government's department of education, employment and workplace relations

Department of Immigration and Citizenship (DIAC) – refers to the Australian Government department for immigration and visas

Australian Qualifications Framework (AQF) – is a single, coherent framework for qualifications from Senior Secondary Certificates through to Doctoral Degrees. It covers qualifications issued by secondary schools, vocational education and training (VET) providers and higher education institutions. All qualifications are nationally recognised.

Australian Quality Training Framework (AQTF 2007) – refers to the regulation of all vocational education and training is conducted under the Australian Quality Training Framework (AQTF) 2007. The Australian Quality Training Framework (AQTF) is the national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training system. AQTF 2007 is the current version of the framework, effective from 1 July 2007.

Collection of Information

Bedford College collects personal information in order to assist in the provision of its services. Personal information is not collected unless for a purpose directly related to a function or activity of the College.

Use and Disclosure

Bedford College uses personal information in order to provide a service, to communicate with students and staff and to communicate with nominated people in the event of an accident or emergency.

Bedford College does not provide or sell personal information to external companies for marketing purposes. The College also collects statistical information in order to improve the level of service it provides however, this information is not directly attributed to any individual.

The College may be required to provide personal information to external organisations in order to provide specific services as required by law. This information may include, but is not limited to, sharing information with the Department of Immigration and Citizenship, Department of Education, Employment and Workplace Relations and with College representatives/agents in order to provide overseas student services. The College may also disclose information if it is reasonably believed to be necessary to prevent or lessen a serious threat to life or health of any person.

Personal information will not be disclosed to a third party without the prior written consent of the individual concerned.

Where health-related information is provided to the College during a consultation with a health-practitioner, the information may be accessed by College staff and other practitioners for the purpose of providing further services.

Data Integrity

Bedford College relies on students and clients to advise of changes in personal information in order to maintain complete, accurate and up-to-date records.

Overseas Students have a legal obligation for inform the College of any change in personal details such as address, contact telephone number(s), etc.

Data Security

Bedford College has ensured that all reasonable safeguards are in place to protect the information it holds against misuse or loss from unauthorised access, use, modification or disclosure.

As a Registered Training Organisation (RTO) under the Australian Quality Training Framework (AQTF) 2007 Conditions of Registration, Bedford College is obligated to store information on student enrolments, qualifications issued, and results for a period of 30 years.

Access to Records

All students, clients and employees have the right to inspect their own personal information held by the College. The College may charge a nominal fee for access to this service. Disclosure to a third party will only be granted after receiving written permission from the person whose information is held.

Relevant Legislation

- Privacy and Personal Information Protection Act 1998 (NSW)
- Privacy Act 1998 (Commonwealth)
- Privacy Amendment (Private Sector) Act 2000

Procedure and Implementation

- Bedford College is committed to managing student and staff information in accordance with the Act and to ensure high standards of confidentiality and security are maintained
- Student details are collected for the purposes of processing student enrolments and enquiries, communicating effectively with students and staff, dispatching course information, despatching enrolment information, delivering course materials, managing records, despatching student accounts
- Student information cannot be released to parents, partners, fee-payers or any third party without the prior written consent of the student
- If the student provides written consent to release particular information, a record of consent is kept in the student's file
- All requests for information regarding student records should be directed to the Registrar.

Complaints

Complaints regarding a privacy matter will be handled in accordance with the Bedford College Grievance and Appeal Policy – Non Academic Grievance.

Alternatively, complaints may be addressed to:

Office of the Federal Privacy Commissioner
GPO Box 5218
SYDNEY NSW 1042

Telephone: 1300 363 992
Email: privacy@privacy.gov.au
Website: www.privacy.gov.au