

**Barton College****Policy Number: BP10****Policy: Privacy and Personal Information Policy and Procedure**

RTO Name: Barton College

RTO Number (TOID): 22048

CRICOS Number: 02908F

Responsible Officer: Principle Executive Officer

Contact Officer: Principle Executive Officer

Version Number: 3.0

Refer to "review processes" section below for information on the process for policy review.

**Policy context:** This policy relates to:

Registration Manager

Australian Skills Quality Authority (ASQA)

Conditions of Registration

VET Quality Framework (VQF)

SRTOs 2015

Standard 1 (Clause 1.7)

Standard 5 (Clause 5.1)

Context

- Education Services for Overseas Students Act 2000
  - Education for Overseas Students Regulations 2001
  - The National Code of Practice 2018.
- Duty of care
- According to Work Health and Safety Act 2011, Division 2, Section 19 – Primary duty of care:
- a.) A person conducting a business or undertaking must ensure, so far as is reasonably practicable, the health and safety of:
- workers engaged, or caused to be engaged by the person, and
  - workers whose activities in carrying out work are influenced or directed by the person, while the workers are at work in the business or undertaking.
- b) A person conducting a business or undertaking must ensure, so far as is reasonably practicable, that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking.
- c) Without limiting subsections (1) and (2), a person conducting a business or undertaking must ensure, so far as is reasonably practicable:
- the provision and maintenance of a work environment without risks to health and safety, and
  - the provision and maintenance of safe plant and structures, and
  - the provision and maintenance of safe systems of work, and
  - the safe use, handling, and storage of plant, structures and substances, and
  - the provision of adequate facilities for the welfare at work of workers in carrying out work for the business or undertaking, including ensuring access to those facilities, and
  - the provision of any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking, and



	<ul style="list-style-type: none"><li>that the health of workers and the conditions at the workplace are monitored for the purpose of preventing illness or injury of workers arising from the conduct of the business or undertaking.</li></ul> <p>According to Division 4 of the Act:</p> <p>Section 28 Duties of workers, while at work, a worker must:</p> <ul style="list-style-type: none"><li>a) take reasonable care for his or her own health and safety, and</li><li>b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons, and</li><li>c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act, and</li><li>d) co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.</li></ul> <p>Section 29, Duties of other persons at the workplace</p> <p>A person at a workplace (whether or not the person has another duty under this Part) must:</p> <ul style="list-style-type: none"><li>a) take reasonable care for his or her own health and safety, and</li><li>b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons, and</li><li>c) comply, so far as the person is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person conducting the business or undertaking to comply with this Act.</li></ul>
ESOS/National Code	National Code 2018; Standard 3
Legislation or other requirements	National Vocational Education and Training Regulator Act 2011



## **Purpose**

This policy ensures that Barton College meets its legal and ethical requirements in regard to the collection, storage and disclosure of the personal information it holds in regard to individuals. This policy and procedure contributes to compliance with Clause 8.5 of the Standards for Registered Training Organisations, 2015.

Barton College also respects the confidentiality of the personal information collected as part of our business. Barton College abides by the Australian Privacy Principles contained in section 14 / Schedule 1 of the Privacy Act 1988.

Barton College is committed to maintaining the privacy and confidentiality of its personnel and participant records. Barton College complies with the Privacy Act 1988, including the 13 Australian Privacy Principles (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

## **Objective**

The objective of this Policy and Procedure for Barton College is to ensure that Barton College:

- Ensures that information collected from students and staff is managed and kept confidentially,
- Information is used for its intended purpose and not provided to third parties except with the provider's authorisation or as required by law or the regulator and
- All work practices at Barton College comply with the 13 Australian Privacy Principles (APPs) (replaced the previous National Privacy Principles (NPPs) and Privacy Act 1988 (Commonwealth)).

## **Scope**

This policy applies to all staff of Barton College and all current, past and prospective students.

## **Terms and definitions**

**ASQA** means Australian Skills Quality Authority, the national VET regulator and the Barton College's registering body

**Standards** means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework which can be accessed at [www.asqa.gov.au](http://www.asqa.gov.au)

**Personal Information** refers to any information provided in writing or verbally that is provided with the expectation that by giving that information, it will be handled confidentially.  
RTO complies with the Information Privacy Principles set out in the Privacy Act 1988 in relation to the collection of information relating to all students.  
RTO will allow a student to apply for and receive a copy of the VET personal information that the provider holds in relation to that student.

**Privacy Act 1988** is an Australian law dealing with privacy. Section 14 of the Act stipulates a number of privacy rights known as the Information Privacy Principles (IPPs).

## **Policy statement: Our commitment**

Barton College is committed to maintaining compliance with all regulatory, legislative and contractual requirements.

Specifically, we will:

*Establish the privacy and personal Information procedure to comply with the requirements of section 14 / Schedule 1 of the Privacy Act 1988, Privacy Act 1988, including the 13 Australian Privacy Principles (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012, and Clause 8.5 of the Standards for Registered Training Organisations, 2015.*

*Provide clear information regarding the following requirements:*

- *Australian Privacy Principle 1 – Open and transparent management of personal information*
- *Types of personal information collected and held*
- *How personal information is collected*



- o *How personal information is held*
- o *Retention and Destruction of Information*
- o *Accessing and seeking correction of personal information*
- o *Making our APP Privacy Policy available*
- o *Review and Update of this APP Privacy Policy*
- o *Australian Privacy Principle 2 – Anonymity and pseudonymity*
- o *Requiring identification*
- o *Australian Privacy Principle 3 – Collection of solicited personal information*
- o *Australian Privacy Principle 4 – Dealing with unsolicited personal information*
- o *Australian Privacy Principle 5 – Notification of the collection of personal information*
- o *Australian Privacy Principle 6 – Use or disclosure of personal information*
- o *Australian Privacy Principle 7 – Direct marketing*
- o *Australian Privacy Principle 8 – Cross-border disclosure of personal information*
- o *Australian Privacy Principle 9 – Adoption, use or disclosure of government related identifiers*
- o *Australian Privacy Principle 10 – Quality of personal information*
- o *Australian Privacy Principle 11 – Security of personal information*
- o *Australian Privacy Principle 12 – Access to personal information*
- o *Australian Privacy Principle 13 – Correction of personal information*
- o *Correcting at BC's initiative*
- o *'Request for Records Access' Procedure*
- o *Confirming identity*
- o *'Request for Records Update' Procedure*
- o *Assessing Update*
- o *Privacy Complaints Procedure*



## General Processes

As a component of our risk management practices, Barton College has conducted a Privacy Impact Assessment for all operations. Mitigation actions from this risk assessment have been implemented for the management of privacy risks at each stage of the information lifecycle, including collection, use, disclosure, storage, destruction and de-identification.

Policy aspect	Barton College Implementation
Australian Privacy Principle 1 – Open and transparent management of personal information	<p>Purposes for information collection, retention, use and disclosure</p> <p>Barton College retains a record of personal information about all individuals with whom we undertake any form of business activity. BC must collect, hold, use and disclose information from our clients and stakeholders for a range of purposes, including but not limited to:</p> <ul style="list-style-type: none"><li>□ Providing services to clients;</li><li>□ Managing employee and contractor teams;</li><li>□ Promoting products and services;</li><li>□ Conducting internal business functions and activities; and</li><li>□ Requirements of stakeholders.</li></ul> <p>As a registered training organisation, regulated by the Australian Skills Quality Authority, Barton College is required to collect, hold, use and disclose a wide range of personal and sensitive information on participants in nationally recognised training programs. This information requirement is outlined in the National Vocational Education and Training Regulator Act 2011 and associated legislative instruments. In particular, the legislative instruments:</p> <ul style="list-style-type: none"><li>□ Standards for Registered Training Organisations 2015 and</li><li>□ Data Provision Requirements 2012.</li></ul> <p>It is noted that Barton College is also bound by various State Government Acts requiring similar information collection, use and disclosure (particularly Education Acts relevant to state jurisdictions of Barton College operations).</p> <p>Individuals are advised that due to these legal requirements, Barton College discloses information held on individuals for valid purposes to a range of entities including:</p> <ul style="list-style-type: none"><li>□ Governments (Commonwealth, State or Local);</li><li>□ Employers (and their representatives), Job Network Providers, Schools, Guardians; and</li><li>□ Service providers such as education agents.</li></ul>
Types of personal information collected and held	<p>The following types of personal information are generally collected, depending on the need for service delivery:</p> <ul style="list-style-type: none"><li>□ Contact details;</li><li>□ Employment details;</li><li>□ Educational background;</li><li>□ Demographic Information;</li><li>□ Course progress and achievement information;</li><li>□ Financial billing information.</li></ul> <p>The following types of sensitive information may also be collected and held:</p> <ul style="list-style-type: none"><li>□ Identity details and documentation;</li><li>□ Employee details &amp; HR information;</li><li>□ Complaint or issue information;</li><li>□ Disability status &amp; other individual needs;</li><li>□ Indigenous status; and</li><li>□ Background checks (such as National Criminal Checks or Working with Children checks).</li></ul> <p>Where Barton College collects personal information of more vulnerable segment of the community (such as children), additional practices and procedures are also followed.</p>



How personal information is collected	<p>Barton College's usual approach to collecting personal information is to collect any required information directly from the individuals concerned. This may include the use of forms (such as Application forms, enrolment forms etc.) and the use of web-based systems (such as online enquiry forms and internal operating systems).</p> <p>Barton College does receive solicited and unsolicited information from third party sources in undertaking service delivery activities. This may include information from such entities as:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Governments (Commonwealth, State or Local);</li><li><input type="checkbox"/> Employers (and their representatives), Job Network Providers, Schools, Guardians; and</li><li><input type="checkbox"/> Service providers such as education agents.</li></ul>
How personal information is held	<p>Barton College's usual approach to holding personal information includes robust storage and security measures at all times. Information on collection is:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> As soon as practical converted to electronic means;</li><li><input type="checkbox"/> Stored in secure, password protected systems, such as financial system, learning management system and student management system; and</li><li><input type="checkbox"/> Monitored for appropriate authorized use at all times.</li></ul> <p>Only authorized personnel are provided with login information to each system, with system access limited to only those relevant to their specific role. Barton College ICT systems are hosted internally with robust internal security to physical server locations and server systems access. Virus protection, backup procedures and ongoing access monitoring procedures are in place.</p> <p>Destruction of paper-based records occurs as soon as practicable in every matter, through the use of secure shredding.</p>
Retention and Destruction of Information	<p>Barton College maintains a Retention and Disposal Schedule documenting the periods for which personal information records are kept.</p> <p>Specifically, for our Barton College records, in the event of our organisation ceasing to operate, the required personal information on record for individuals undertaking nationally recognised training with us would be transferred to the Australian Skills Quality Authority, as required by law.</p>
Accessing and seeking correction of personal information	<p>Barton College confirms all individuals have a right to request access to their personal information held and to request its correction at any time. In order to request access to personal records, individuals are to make contact with:</p> <p>Principle Executive Officer</p> <p>A number of third parties, other than the individual, may request access to an individual's personal information. Such third parties may include education agents, parents or guardians, Governments (Commonwealth, State or Local) and various other stakeholders.</p> <p>In all cases where access is requested, Barton College will ensure that:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Parties requesting access to personal information are robustly identified and vetted;</li><li><input type="checkbox"/> Where legally possible, the individual to whom the information relates will be contacted to confirm consent (if consent not previously provided for the matter); and</li><li><input type="checkbox"/> Only appropriately authorized parties, for valid purposes, will be provided access to the information.</li></ul> <p>Complaints about a breach of the APPs or a binding registered APP code</p> <p>If an individual feels that Barton College may have breached one of the APPs or a binding registered APP, he/she may refer to Privacy Complaints Procedure below for further information.</p>
Making our APP Privacy Policy available	<p>Barton College provides our APP Privacy Policy available free of charge, with all information being publicly available from our website. This website information is designed to be accessible as per web publishing accessibility guidelines, to ensure access is available to individuals with special needs.</p> <p>In addition, this APP Privacy Policy is:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Included within our Student Handbook;</li><li><input type="checkbox"/> Noted within the text or instructions at all information collection points (such as informing individuals during a telephone call of how the policy may be accessed, in cases where information collection is occurring); and</li><li><input type="checkbox"/> Available for distribution free of charge on request, as soon as possible after the request is received, including in any particular format requested by the individual as is reasonably practical.</li></ul> <p>If, in the unlikely event the APP Privacy Policy is not able to be provided in a particular format requested by an individual, we will explain the circumstances around this issue with the requester and seek to ensure that another appropriate method is provided.</p>



Review and Update of this APP Privacy Policy	<p>Barton College reviews this APP Privacy Policy:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> On an ongoing basis, as suggestions or issues are raised and addressed, or as government required changes are identified;</li><li><input type="checkbox"/> Through our internal audit processes on at least on an annual basis;</li><li><input type="checkbox"/> As a part of any external audit of our operations that may be conducted by various government agencies as a part of our registration as an RTO or in normal business activities; and</li><li><input type="checkbox"/> As a component of each and every complaint investigation process where the complaint is related to a privacy matter.</li></ul> <p>Where this policy is updated, changes to the policy are widely communicated to stakeholders through internal personnel communications, meetings, training and documentation, and externally through publishing of the policy on Barton College's website and other relevant documentation (such as our Student Handbook) for clients.</p>
Australian Privacy Principle 2 – Anonymity and pseudonymity	<p>Barton College provides individuals with the option of not identifying themselves, or of using a pseudonym, when dealing with us in relation to a particular matter, whenever practical. This includes providing options for anonymous dealings in cases of general course enquiries or other situations in which an individuals' information is not required to complete a request.</p> <p>Individuals may deal with us by using a name, term or descriptor that is different to the individual's actual name wherever possible. This includes using generic email addresses that does not contain an individual's actual name, or generic user names when individuals may access a public component of our website or enquiry forms.</p> <p>Barton College only stores and links pseudonyms to individual personal information in cases where this is required for service delivery (such as system login information) or once the individual's consent has been received.</p> <p>Individuals are advised of their opportunity to deal anonymously or by pseudonym with us where these options are possible.</p>
Requiring identification	<p>Barton College must require and confirm identification, however, in service delivery to individuals for nationally recognised course programs. We are authorised by Australian law to deal only with individuals who have appropriately identified themselves. That is, it is a Condition of Registration for all Barton College under the National Vocational Education and Training Regulator Act 2011 that we identify individuals and their specific individual needs on commencement of service delivery, and collect and disclose Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS) data on all individuals enrolled in nationally recognised training programs. Other legal requirements, as noted earlier in this policy, also require considerable identification arrangements.</p> <p>There are other occasions also within our service delivery where an individual may not have the option of dealing anonymously or by pseudonym, as identification is practically required for us to effectively support an individual's request or need.</p>
Australian Privacy Principle 3 – Collection of solicited personal information	<p>Barton College only collects personal information that is reasonably necessary for our business activities.</p> <p>We only collect sensitive information in cases where the individual consents to the sensitive information being collected, except in cases where we are required to collect this information by law, such as outlined earlier in this policy.</p> <p>All information we collect is collected only by lawful and fair means.</p> <p>We only collect solicited information directly from the individual concerned, unless it is unreasonable or impracticable for the personal information to only be collected in this manner.</p>
Australian Privacy Principle 4 – Dealing with unsolicited personal information	<p>Barton College may from time to time receive unsolicited personal information. Where this occurs, we promptly review the information to decide whether or not we could have collected the information for the purpose of our business activities. Where this is the case, we may hold, use and disclose the information appropriately as per the practices outlined in this policy.</p> <p>Where we could not have collected this information (by law or for a valid business purpose) we immediately destroy or de-identify the information (unless it would be unlawful to do so).</p>
Australian Privacy Principle 5 – Notification of the collection of personal information	<p>Whenever Barton College collects personal information about an individual, we take reasonable steps to notify the individual of the details of the information collection or otherwise ensure the individual is aware of those matters. This notification occurs at or before the time of collection, or as soon as practicable afterwards.</p> <p>Our notifications to individuals on data collection include:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Barton College's identity and contact details, including the position title, telephone number and email address of a contact who handles enquiries and requests relating to privacy matters;</li><li><input type="checkbox"/> The facts and circumstances of collection such as the date, time, place and method of collection, and whether the information was collected from a third party, including the name of that party;</li></ul>



	<ul style="list-style-type: none"><li><input type="checkbox"/> If the collection is required or authorised by law, including the name of the Australian law or other legal agreement requiring the collection;</li><li><input type="checkbox"/> The purpose of collection, including any primary and secondary purposes;</li><li><input type="checkbox"/> The consequences for the individual if all or some personal information is not collected;</li><li><input type="checkbox"/> Other organisations or persons to which the information is usually disclosed, including naming those parties;</li><li><input type="checkbox"/> Whether we are likely to disclose the personal information to overseas recipients, and if so, the names of the recipients and the countries in which such recipients are located.</li><li><input type="checkbox"/> A link to this APP Privacy Policy on our website or explain how it may be accessed; and</li><li><input type="checkbox"/> Advice that this APP Privacy Policy contains information about how the individual may access and seek correction of the personal information held by us; and how to complain about a breach of the APPs, or any registered APP code, and how we will deal with such a complaint.</li></ul> <p>Where possible, we ensure that the individual confirms their understanding of these details, such as through signed declarations or in person through questioning.</p> <p>Collection from third parties</p> <p>Where Barton College collects personal information from another organisation, we:</p> <ol style="list-style-type: none"><li>1. Confirm whether the other organisation has provided the relevant notice above to the individual; or</li><li>2. Whether the individual was otherwise aware of these details at the time of collection; and</li><li>3. If this has not occurred, we will undertake this notice to ensure the individual is fully informed of the information collection.</li></ol>
Australian Privacy Principle 6 – Use or disclosure of personal information	<p>Barton College only uses or discloses personal information it holds about an individual for the particular primary purposes for which the information was collected, or secondary purposes in cases where:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> An individual consented to a secondary use or disclosure;</li><li><input type="checkbox"/> An individual would reasonably expect the secondary use or disclosure, and that is directly related to the primary purpose of collection; or</li><li><input type="checkbox"/> Using or disclosing the information is required or authorised by law.</li></ul> <p>Requirement to make a written note of use or disclosure for this secondary purpose</p> <p>If Barton College uses or discloses personal information in accordance with an 'enforcement related activity' we will make a written note of the use or disclosure, including the following details:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> The date of the use or disclosure;</li><li><input type="checkbox"/> Details of the personal information that was used or disclosed;</li><li><input type="checkbox"/> The enforcement body conducting the enforcement related activity;</li><li><input type="checkbox"/> If the organisation used the information, how the information was used by the organisation;</li><li><input type="checkbox"/> The basis for our reasonable belief that we were required to disclose the information.</li></ul>
Australian Privacy Principle 7 – Direct marketing	<p>Barton College does not use or disclose the personal information that it holds about an individual for the purpose of direct marketing, unless:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> The personal information has been collected directly from an individual, and the individual would reasonably expect their personal information to be used for the purpose of direct marketing; or</li><li><input type="checkbox"/> The personal information has been collected from a third party, or from the individual directly, but the individual does not have a reasonable expectation that their personal information will be used for the purpose of direct marketing; and</li><li><input type="checkbox"/> We provide a simple method for the individual to request not to receive direct marketing communications (also known as 'opting out').</li></ul> <p>On each of our direct marketing communications, Barton College provides a prominent statement that the individual may request to opt out of future communications, and how to do so. An individual may also request us at any stage not to use or disclose their personal information for the purpose of direct marketing, or to facilitate direct marketing by other organisations. We comply with any request by an individual promptly and undertake any required actions for free.</p>





	We also, on request, notify an individual of our source of their personal information used or disclosed for the purpose of direct marketing unless it is unreasonable or impracticable to do so.
Australian Privacy Principle 8 – Cross-border disclosure of personal information	Before Barton College discloses personal information about an individual to any overseas recipient, we undertake take reasonable steps to ensure that the recipient does not breach any privacy matters in relation to that information.
Australian Privacy Principle 9 – Adoption, use or disclosure of government related identifiers	<p>Barton College does not adopt, use or disclose a government related identifier related to an individual except:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> In situations required by Australian law or other legal requirements;</li><li><input type="checkbox"/> Where reasonably necessary to verify the identity of the individual;</li><li><input type="checkbox"/> Where reasonably necessary to fulfil obligations to an agency or a State or Territory authority; or</li><li><input type="checkbox"/> As prescribed by regulations.</li></ul>
Australian Privacy Principle 10 – Quality of personal information	<p>Barton College takes reasonable steps to ensure that the personal information it collects is accurate, up-to-date and complete. We also take reasonable steps to ensure that the personal information we use or disclose is, having regard to the purpose of the use or disclosure, accurate, up-to-date, complete and relevant. This is particularly important where:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> When we initially collect the personal information; and</li><li><input type="checkbox"/> When we use or disclose personal information.</li></ul> <p>We take steps to ensure personal information is factually correct. In cases of an opinion, we ensure information takes into account competing facts and views and makes an informed assessment, providing it is clear this is an opinion. Information is confirmed up-to-date at the point in time to which the personal information relates.</p> <p>Quality measures in place supporting these requirements include:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Internal practices, procedures and systems to audit, monitor, identify and correct poor quality personal information (including training staff in these practices, procedures and systems);</li><li><input type="checkbox"/> Protocols that ensure personal information is collected and recorded in a consistent format, from a primary information source when possible;</li><li><input type="checkbox"/> Ensuring updated or new personal information is promptly added to relevant existing records;</li><li><input type="checkbox"/> Providing individuals with a simple means to review and update their information on an on-going basis through our online portal;</li><li><input type="checkbox"/> Reminding individuals to update their personal information at critical service delivery points (such as completion) when we engage with the individual;</li><li><input type="checkbox"/> Contacting individuals to verify the quality of personal information where appropriate when it is about to be used or disclosed, particularly if there has been a lengthy period since collection; and</li><li><input type="checkbox"/> Checking that a third party, from whom personal information is collected, has implemented appropriate data quality practices, procedures and systems.</li></ul>
Australian Privacy Principle 11 – Security of personal information	<p>Barton College takes active measures to consider whether we are able to retain personal information we hold, and also to ensure the security of personal information we hold. This includes reasonable steps to protect the information from misuse, interference and loss, as well as unauthorised access, modification or disclosure.</p> <p>We destroy or de-identify personal information held once the information is no longer needed for any purpose for which the information may be legally used or disclosed.</p> <p>Access to Barton College offices and work areas is limited to our personnel only - visitors to our premises must be authorised by relevant personnel and are accompanied at all times. With regard to any information in a paper-based form, we maintain storage of records in an appropriately secure place to which only authorised individuals have access.</p> <p>Regular staff training and information bulletins are conducted with Barton College personnel on privacy issues, and how the APPs apply to our practices, procedures and systems. Training is also included in our personnel induction practices.</p> <p>We conduct ongoing internal audits (at least annually and as needed) of the adequacy and currency of security and access practices, procedures and systems implemented.</p> <p>Storage and security of personal information</p> <p>Barton College will ensure:</p>



	<ul style="list-style-type: none"><li>• That the record is protected, by such security safeguards as it is reasonable in the circumstances to take, against loss, against unauthorized access, use, modification or disclosure, and against other misuse.</li><li>• That if it is necessary for the record to be given to a person in connection with the provision of a service to the VET Provider, everything reasonably within the power of the VET Provider will be done to prevent unauthorized use or disclosure of information contained in the record.</li><li>• Barton College sets out in its Records Management policy the retention period of personal information and then its subsequent secure destruction (secure shredding).</li><li>• For data stored on electronic systems, access is controlled by secure sign on procedures for authorized administrative staff.</li><li>• Barton College will not use the information without taking reasonable steps to ensure that, having regard to the purpose for which the information is proposed to be used, the information is accurate, up to date and complete. BC will not use the information except for a purpose to which the information is relevant.</li></ul> <p>Photographs</p> <ul style="list-style-type: none"><li>• At times during attendance at Barton College, staff and students may be included in photographs taken either for identification or recording events.</li><li>• At times, Barton College may request to use one or more of these photographs for publicity or marketing purposes.</li><li>• Barton College will only use such material on the express written consent of the individual. This consent may be revoked at any time (but material already in the public domain may remain so).</li></ul>
Australian Privacy Principle 12 — Access to personal information	<p>Where Barton College holds personal information about an individual, we provide that individual access to the information on their request. In processing requests, we:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Ensure through confirmation of identity that the request is made by the individual concerned, or by another person who is authorised to make a request on their behalf;</li><li><input type="checkbox"/> Respond to a request for access:<ul style="list-style-type: none"><li>- Within 14 calendar days, when notifying our refusal to give access, including providing reasons for refusal in writing, and the complaint mechanisms available to the individual; or</li><li>- Within 30 calendar days, by giving access to the personal information that is requested in the manner in which it was requested.</li></ul></li><li><input type="checkbox"/> Provide information access free of charge.</li></ul>
Australian Privacy Principle 13 – Correction of personal information	<p>Barton College takes reasonable steps to correct personal information we hold, to ensure it is accurate, up-to-date, complete, relevant and not misleading, having regard to the purpose for which it is held.</p> <p>Individual Requests</p> <p>On an individual's request, we:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Correct personal information held; and</li><li><input type="checkbox"/> Notify any third parties of corrections made to personal information, if this information was previously provided to these parties.</li></ul> <p>In cases where we refuse to update personal information, we:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Give a written notice to the individual, including the reasons for the refusal and the complaint mechanisms available to the individual;</li><li><input type="checkbox"/> Upon request by the individual whose correction request has been refused, take reasonable steps to associate a statement with the personal information that the individual believes it to be inaccurate, out-of-date, incomplete, irrelevant or misleading;</li><li><input type="checkbox"/> Respond within 14 calendar days to these requests; and</li><li><input type="checkbox"/> Complete all actions free of charge.</li></ul>
Correcting at ZIE's initiative	<p>We take reasonable steps to correct personal information we hold in cases where we are satisfied that the personal information held is inaccurate, out-of-date, incomplete, irrelevant or misleading (that is, the information is faulty). This awareness may occur through collection of updated information, in notification from third parties or through other means.</p>
'Request for Records Access' Procedure	<p>Individuals or third parties may at any stage request access to records held by Barton College relating to their personal information. The following procedure is followed on each individual request for access:</p>



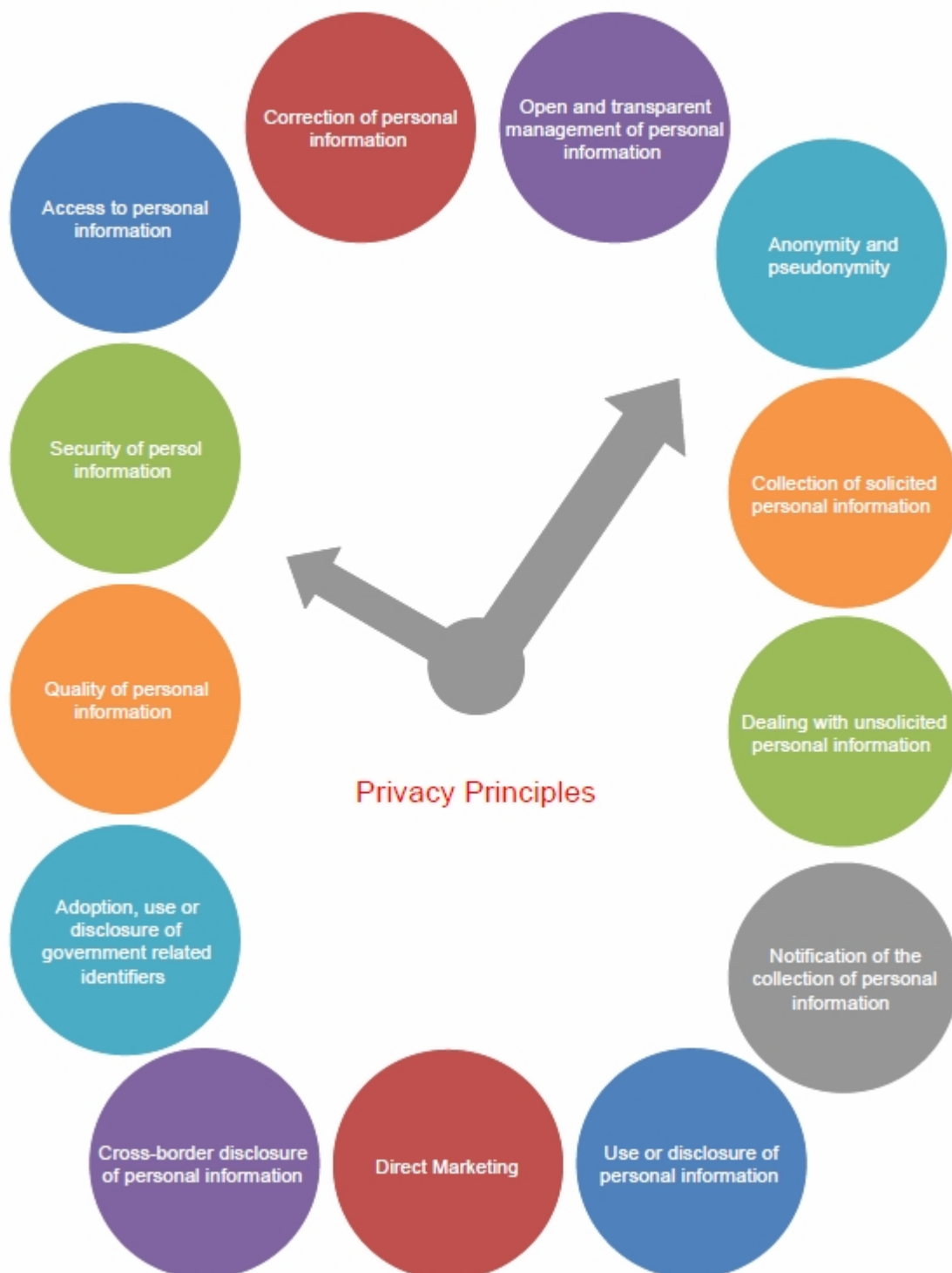
	<ol style="list-style-type: none"><li>1. A request for access is provided by the requester, with suitable information provided to be able to:<ol style="list-style-type: none"><li>a. Identify the individual concerned;</li><li>b. Confirm their identity; and</li><li>c. Identify the specific information that they are requesting access to.</li></ol>This request may be in any form, or preferably using Barton College's Records Access or Update Request Form.</li><li>2. Upon receiving a request for access, Barton College then: -<ol style="list-style-type: none"><li>a. Confirms the identity of the individual or party requesting access;</li><li>b. Confirms that this individual or party is appropriately authorized to receive the information requested;</li><li>c. Searches the records that we possess or control to assess whether the requested personal information is contained in those records; and</li><li>d. Collates any personal information found ready for access to be provided.</li></ol></li></ol>
Confirming identity	<p>Barton College personnel must be satisfied that a request for personal information is made by the individual concerned, or by another person who is authorised to make a request on their behalf. The minimum amount of personal information needed to establish an individual's identity is sought, which is generally an individual's name, date of birth, last known address and signature.</p> <p>When meeting the requesting party in person, identification may be sighted.</p> <p>If confirming details over a telephone conversation, questions regarding the individual's name, date of birth, last known address or service details may be confirmed before information is provided.</p> <ol style="list-style-type: none"><li>3. Once identity and access authorisation are confirmed, and personal information is collated, access is provided to the requester within 30 calendar days of receipt of the original request.</li></ol> <p>We will provide access to personal information in the specific manner or format requested by the individual, wherever it is reasonable and practicable to do so, free of charge.</p> <p>Where the requested format is not practical, we consult with the requester to ensure a format is provided that meets the requester's needs.</p> <ol style="list-style-type: none"><li>4. If the identity or authorisation access cannot be confirmed, or there is another valid reason why Barton College is unable to provide the personal information, refusal to provide access to records will be provided to the requester, in writing. Our notification will include reason(s) for the refusal, and the complaint mechanisms available to the individual. Such notifications are provided to the requester within 30 calendar days of receipt of the original request.</li></ol>
'Request for Records Update' Procedure	<p>Individuals or third parties may at any stage request that their records held by Barton College relating to their personal information be updated. The following procedure is followed on each individual request for records updates:</p> <ol style="list-style-type: none"><li>1. A request for records update is provided by the requester, with suitable information provided to be able to:<ol style="list-style-type: none"><li>a. Identify the individual concerned;</li><li>b. Confirm their identity; and</li><li>c. Identify the specific information that they are requesting be updated on their records.</li></ol>This request may be in any form, or preferably using Barton College's Records Access or Update Request Form.</li><li>2. Upon receiving a request for records update, Barton College then:<ol style="list-style-type: none"><li>a. Confirms the identity of the individual or party to whom the record relates;</li><li>b. Searches the records that we possess or control to assess whether the requested personal information is contained in those records; and</li><li>c. Assesses the information already on record, and the requested update, to determine whether the requested update should proceed.</li></ol></li></ol>
Assessing Update	<p>Barton College personnel assess the relevant personal information we hold, and the requested updated information, to determine which version of the information is considered accurate, up-to-date, complete, relevant and not misleading, having regard to the purpose for which it is held.</p>



	<p>This may include checking information against other records held by us, or within government databases, in order to complete an assessment of the correct version of the information to be used.</p> <p>3. Once identity and information assessment are confirmed, personal information is:</p> <p>a. Updated, free of charge, within 14 calendar days of receipt of the original request; and</p> <p>b. Notified to any third parties of corrections made to personal information, if this information was previously provided to these parties.</p> <p>4. If the identity of the individual cannot be confirmed, or there is another valid reason why Barton College is unable to update the personal information, refusal to update records will be provided to the requester in writing, free of charge, within 14 calendar days.</p> <p>Our notification will include the reasons for the refusal and the complaint mechanisms available to the individual.</p> <p>5. Upon request by the individual whose correction request has been refused, we will also take reasonable steps to associate a 'statement' with the personal information that the individual believes it to be inaccurate, out-of-date, incomplete, irrelevant or misleading. This statement will be applied, free of charge, to all personal information relevant across Barton College systems within 30 calendar days of receipt of the statement request.</p>
Privacy Complaints Procedure	<p>If an individual feels that Barton College has breached its obligations in the handling, use or disclosure of their personal information, they may raise a complaint. We encourage individuals to discuss the situation with their Barton College representative in the first instance, before making a complaint.</p> <p>The complaints handling process is as follows:</p> <p>1. The individual should make the complaint including as much detail about the issue as possible, in writing to Barton College:</p> <p>Principle Executive Officer</p> <p>2. Barton College will investigate the circumstances included in the complaint and respond to the individual as soon as possible (and within 30 calendar days) regarding its findings and actions following this investigation.</p> <p>3. After considering this response, should the individual is still not satisfied, they may escalate their complaint directly to the Information Commissioner for investigation:</p> <p>Office of the Australian Information Commissioner</p> <p><a href="http://www.oaic.gov.au">www.oaic.gov.au</a></p> <p>Phone: 1300 363 992</p> <p>When investigating a complaint, the OAIC will initially attempt to conciliate the complaint, before considering the exercise of other complaint resolution powers.</p> <p>4. Alternatively, if the complaint relates to a non-privacy matter, or should individuals choose to do so, a complaint may also be lodged with the ASQA complaints handling service for complaints against Barton College:</p> <p>Australian Skills Quality Authority</p> <p><a href="http://www.asqa.gov.au">www.asqa.gov.au</a></p> <p>Phone: 1300 701 801</p> <p>Or</p> <p>Dissatisfied students with Barton College' complaints process can also contact the relevant State/Territory Training Authority, the Australian National Training Authority or the Australian Government Department of Education, Science and Training National Training Complaints Hotline on 1800 000 674.</p>



**Policy: Privacy and Personal Information Policy and Procedure**



**Procedures**

	Procedure Steps	Responsibility	Reference
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1	Australian Privacy Principle 1 – Open and transparent management of personal information Types of personal information collected and held How personal information is collected How personal information is held Retention and Destruction of Information Accessing and seeking correction of personal information Making our APP Privacy Policy available Review and Update of this APP Privacy Policy	PEO and Barton College administration	
2	Australian Privacy Principle 2 – Anonymity and pseudonymity Requiring identification	PEO and Barton College administration	
3	Australian Privacy Principle 3 – Collection of solicited personal information	PEO and Barton College administration	
4	Australian Privacy Principle 4 – Dealing with unsolicited personal information	PEO and Barton College administration	
5	Australian Privacy Principle 5 – Notification of the collection of personal information	PEO and Barton College administration	
6	Australian Privacy Principle 6 – Use or disclosure of personal information	PEO and Barton College administration	
7	Australian Privacy Principle 7 – Direct marketing	PEO and Barton College administration	
8	Australian Privacy Principle 8 – Cross-border disclosure of personal information	PEO and Barton College administration	
9	Australian Privacy Principle 9 – Adoption, use or disclosure of government related identifiers	PEO and Barton College administration	
10	Australian Privacy Principle 10 – Quality of personal information	PEO and Barton College administration	
11	Australian Privacy Principle 11 – Security of personal information	PEO and Barton College administration	
12	Australian Privacy Principle 12 – Access to personal information	PEO and Barton College administration	
13	Australian Privacy Principle 13 – Correction of personal information Correcting at ZIE's initiative 'Request for Records Access' Procedure Confirming identity 'Request for Records Update' Procedure Assessing Update Privacy Complaints Procedure	PEO and Barton College administration	

### ***Continuous Improvement***

A summary of all privacy and personal information related matters and concerns will be presented as a part of the Continuous Improvement policy and procedure at the Management Meeting for review. The purpose of this is to ensure management become aware of:

- repeat issues
- Common threads relating to the compliance and quality assurance.
- (when viewed collectively) any general adverse trend that needs correcting

### ***Confidentiality and Privacy Statement***

For more Information, please refer to our Privacy and Confidentiality Policy (which is this one). You can obtain this policy by contacting us at [admissions@barton.edu.au](mailto:admissions@barton.edu.au) or read it online via our website [www.barton.edu.au](http://www.barton.edu.au).

### ***Publication***

This policy, once approved, will be available to all students by contacting Barton College or by accessing it from the College's website.

This policy and procedure will form part of the information distributed and communicated during staff orientation.



***Other related policies and procedures***

Related policies	Complaints and Appeals Policy Qualification Issuance policy Enrolment policy
Forms or other organisational documents	Student Request Form
Documents related to this policy	Complaints and Appeals Register Qualification Issuance Register CIR

***Review processes***

Policy review frequency: <b>Annually</b>	Responsibility for review: <b>PEO</b>
Documentation and communication: Describe how the policy decisions will be documented and communicated	
Version 1.0 <ul style="list-style-type: none"><li>• Policy is reviewed for grammatical errors</li><li>• Policy is uploaded on Collage website.</li></ul>	