



## Document Control

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## Privacy Policy

### 1. Introduction

King's Own Institute's role as a higher education provider requires King's Own Institute (KOI) to collect, store and use personal information relating to its students, staff and external clients. KOI acknowledges its obligation with regards to the collection, storage and use of this information under the *Privacy Act 1988*, the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* and the *Australian Privacy Principles (APPs)*.

The overall responsibility for privacy of information for KOI resides with the CEO and Dean, with the day to day management delegated to the Deputy Dean. The Deputy Dean is the first point of contact for privacy matters including general information, requests to access and/or amend personal information, and for internal review and resolution of complaints.

This policy does not apply to personal information that is:

- (a) in a publication that is available to the public;
- (b) kept in a library, art gallery or museum for reference, study or exhibition purposes;
- (c) a public record that is available for public inspection; or
- (d) an archive within the meaning of the *Commonwealth Copyright Act 1968*.

### 2. What is Personal Information?

Personal information is defined as any information that would allow an individual to be identified, or any information relating to the persons study or work at KOI. This includes name, phone number, email address, nationality, date of birth, educational history, enrolment history, physical characteristics, staff or student identification numbers.

KOI will also need, when necessary to manage its business, need to collect sensitive information. Some examples include your race, religion, ethnic background, medical history and banking details, or anything else that might impact on your study or work.

When you provide KOI with sensitive information, you consent to the collection and use of your sensitive information for the purposes of your enrolment or employment. Normally KOI will not collect information about your political opinion, sexual preference or criminal record, unless such information is required in order to process your application for enrolment or employment.

KOI may also collect and keep records of any complaints made by you or against you, and their outcomes.

Consistent with common law, KOI considers any information that you disclose in online forums or other interactive media to be public information and may therefore not be subject to protection under the Act.

### 3. How does KOI Collect Personal Information?

KOI collects personal information through a variety of paper and electronic formats in regards to its staff, students and external clients. KOI will collect and may record your personal information when you:

- lodge an online enquiry;



- apply for admission either yourself or through an agent;
- enrol in a course;
- apply for an extension, deferred exam or intermission of studies;
- apply for employment;
- attend an interview with KOI staff;
- send KOI an email;
- complete any forms relating to your study or work;
- any other way in which you communicate personal information to KOI in relation to your study or work.

Normally KOI collects personal information directly from you, but may also collect information from third parties, such as a family member who contacts KOI on your behalf, from agents acting on your behalf, through other education providers or a publicly maintained record. Information is only ever collected from third parties where necessary to verify the information, where you have authorised the third party to act on your behalf, or where KOI is required by law. KOI will obtain your permission to collect information from third parties except in emergency situations or when legally required to do so.

KOI will also collect cookie derived information such as your IP address when students log into the e-Learning system (Moodle). This is done to maintain the connection and is not stored. Time and date of access is retained against your e-Learning record, and may be used to help you manage your study and academic progress.

If you refuse to provide relevant and requested personal information, KOI may not be in a position to continue any interaction with you.

## 4. How does KOI Keep Your Personal Information? Who has Access to it?

All personal information is kept as hard copy on your individual student or employee file. These are kept in a secure and monitored environment during business hours, and securely locked outside business hours. Only staff required to manage your study or employment will have access to your personal information.

Some information may be entered into KOI computer system, e.g. your contact information, your banking details, course, subjects, grades and assessments. Access to your personal information held in the KOI computer system is strictly controlled using password access and only given to staff members directly responsible for managing your study or employment, for example:

- the finance and accounts officer will have access to your banking details, but not your grades or your performance reviews,
- the student administration staff will have relevant access to your contact information, subjects and grades, but not your medical information.

Any personal information contained in KOI's e-Learning system, Moodle, is secured from unauthorised access by password access. KOI cannot be responsible for anyone accessing your Moodle records if you do not keep your password secure.

If you are a student, you will have access to your e-Learning records. You may also request supervised access to your file.

If you are a staff member you may have access to your personnel file.

## 5. Who Else Can be Given Access to Your Personal Information?

- Anyone you give KOI written permission to have access – you may limit the access to specific type(s) of information.
- Under relevant legislation, and depending on who you are:
  - The Department of Education and Training
  - The Department of Immigration and Border Security
  - Centrelink



- Australian Taxation Office
- Your Superannuation fund
- KOI's preferred Overseas Student Health Care Provider
- State and Federal police
- The Tuition Protection Service

KOI may also use or disclose your personal information if it reasonably believes that such disclosure is necessary to lessen or prevent a serious and imminent threat to the life or health of the individual or any other person.

## 6. How Does KOI Use Personal Information?

KOI uses personal information to enable it to fulfil its functions as a registered higher education provider to both students and employees, or where required by law.

Some examples of how KOI uses personal information include, but may not be limited to:

- telling you about changes and/or matters affecting subject outlines, assessments, attendances, and other matters relating to the direct management and administration of your study;
- managing and assisting you to achieve academic progress;
- pay wages, superannuation and other employment benefits;
- helping you resolve any issues that might affect your study or work;
- inviting you to participate in non-study/work activities that KOI offers;
- inviting you to provide feedback on your teaching and learning or work experience;

## 7. What if You are Not Happy with how Your Information has been Kept, Managed or Used?

If you believe that your personal information has not been dealt with in accordance with an APP you may lodge a complaint with KOI in accordance with the KOI *Complaints and Appeals Policy*. This policy describes right to internal and external appeal processes.

## 8. Relevant Legislation

The authority to collect manage, use and disseminate your personal information is contained in the following legislations;

- *Education Services for Overseas Students Act 2000*,
- *Education Services for Overseas Students Regulations 2001*,
- *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007*,
- *Higher Education Support Act 2003*,
- *Social Security (Administration) Act 1999*.

\*\*\*\*\* END OF POLICY \*\*\*\*\*