

## BQ3: Privacy and personal information policy

### Purpose

This policy ensures that Casey College of Beauty Therapy Pty Ltd meets its legal and ethical requirements in regard to the collection, storage and disclosure of personal information it holds in regard to its student population, staff, other clients and interactions with external organisations.

### Policy

#### 1. Principles

In collecting personal information Casey College of Beauty Therapy Pty Ltd will comply with the requirements set out in the Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2001, the Vet Provider Guidelines and the 13 Australian Privacy Principles (APP) set out in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and Compilation No 93 (13 December 2022) which amends the Privacy Act 1988.

- 1.1 Casey College of Beauty Therapy Pty Ltd is committed to ensuring the confidentiality, integrity and security of all information.

#### 2. Collection of information

- 2.1 In the course of its business, Casey College of Beauty Therapy Pty Ltd will collect information from students, potential students, and other clients either electronically or in hard copy format; including information that personally identifies individual people.
- 2.2 Casey College of Beauty Therapy Pty Ltd will record various communications between the organisation and students, prospective students, other clients and associated organisations.
- 2.3 Casey College of Beauty Therapy Pty Ltd will only collect personal information by fair and lawful means that is necessary for the functions of Casey College of Beauty Therapy Pty Ltd.

#### 3. Use of information

- 3.1 The information supplied by individuals will only be used to provide information about study opportunities, to enable efficient administration, and to maintain proper student and client records. If an individual chooses not to provide certain information then we may be unable to provide some services or provide appropriate information.

#### 4. Disclosure of personal information

Personal information about students studying with Casey College of Beauty Therapy Pty Ltd may be shared with the Australian Government and designated authorities, such as Department of Education. This information includes personal and contact details, course enrolment details and changes, and circumstances related to funding (if applicable). These departments may disclose information to the Australian Taxation Office. Personal information gathered for these purposes will not be otherwise disclosed without the individual's consent unless required or authorised by law.

- 4.1 Casey College of Beauty Therapy Pty Ltd 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 individual concerned has given written consent

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- c) Casey College of Beauty Therapy Pty Ltd 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
  - d) the disclosure is required or authorised by or under law
  - e) 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.
- 4.2 Any person or organisation to whom personal information is disclosed as described in this policy is not permitted to use or disclose the information for a purpose other than the purpose for which the information was supplied to them.
- 4.3 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, the record-keeper shall include in the record containing that information a note of the disclosure. A person, body or agency to whom personal information is disclosed will not use or disclose the information for a purpose other than the purpose for which the information was given to the person, body or agency.
- 4.4 The means whereby individuals are made aware of the type of information collected, the methods of collection and the circumstances under which disclosure of personal information may be necessary include, but not limited to:
- The College website
  - The Student Handbook
  - The College application forms
  - The staff handbook
  - Staff induction paperwork
- 4.5 If an individual believes that a breach of Australian Privacy Principles (APP) has occurred in relation to his or her personal information, he or she may access the complaints and appeals by writing to:

*The RTO and Compliance Manager  
1/39-51 Intrepid St, Berwick  
VIC, 3860*

### 5. Security of personal information

- 5.1 Casey College of Beauty Therapy Pty Ltd will take all reasonable steps to ensure that any personal information collected is:
- a) relevant to the purpose for which it was collected
  - b) up to date
  - c) complete
  - d) accurately recorded.
- 5.2 Casey College of Beauty Therapy Pty Ltd 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.

Casey College of Beauty Therapy will ensure:

- 5.3 The College 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. It will ensure that the record is protected, by

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such security safeguards as it is reasonable in the circumstances to take, against loss, interference, against unauthorised access, misuse, modification or disclosure, and against other misuse. This is ensured via storage of records in hard copy form in lockable cabinets as well as strictly restricting access to electronic records to authorised staff members only. The College uses a set of robust and best-practice security mechanisms to protect its information technology infrastructure and electronic records ; and

- 5.4 If Casey College no longer requires personal information for any purpose for which the information may be used or disclosed and the information is not required under Australian law, such steps as are required to destroy or disidentify the information will be taken.

### 6. Right to access records

- 6.1 Individuals have the right to access or obtain a copy of the personal information that Casey College of Beauty Therapy Pty Ltd holds about them. Requests to access or obtain a copy of personal information must be made in writing and sent to 1/39-51 Intrepid Drive, Berwick, VIC 3860
- 6.2 If the College has reason to refuse to give the individual access to their information, the reasons for the decision must be stated in writing and the individual must be given the option of accessing the Grievance mechanism.
- Reasons for refusing an individual access to his or her records include but are not limited to:
  - The College believes that giving access would pose a serious threat to the life, health and safety of any individual or to public health or public safety:
  - Giving access would have an unreasonable impact on the privacy of other individuals
  - The request is frivolous or vexatious
  - The information relates to existing or anticipated legal proceedings between the College and the individual
  - Giving access would be unlawful
  - Denying access is required or authorised by or under Australian law;
  - Giving access would be likely to prejudice the taking of appropriate action in the matter and;
  - Giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, and enforcement body.
- 6.3 There is no charge for an individual to access personal information that the College holds about them, however, the College may charge a fee to make a copy. 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 receipt of their written request.

### 7. Amendment to records

- 7.1 If an individual considers the personal information that Casey College of Beauty Therapy Pty Ltd holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.
- 7.2 Where a record is found to be inaccurate, a correction will be made. 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.

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### 8. Publication

- 8.1 This *Privacy and Personal Information Policy* will be made available to students and prospective students by publication in the student handbook.
- 8.2 In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this policy, Casey College of Beauty Therapy Pty Ltd will ensure all students are informed of this policy and procedure and how to access them prior to enrolment

### Related policies

- BQ1: Customer Service Charter
- BQ11: Record Management Policy

### Related procedures and documents

- BQ3.1: Access to Records Procedure
- BQR3: Access to Records Register
- SM24.1.1: Student Enrolment & Induction Checklist

### Publishing details

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