

Privacy and Personal Information Policy and Procedure

1 Policy

The purpose of this policy is to provide information regarding the protection of privacy of client/staff personal information that Accord College (AC) collects, stores and administers.

2 Purpose

This document outlines Accord College's commitment towards protecting all individuals who interact with any aspect of our business and will handle personal information in accordance with the Australian Privacy Principles set out in the Privacy Act 1988 (Cth).

This policy ensures that Accord College (AC) complies with:

- National Vocational Education and Training Regulator Act 2011
- Standards for NVR Registered Training Organisations 2025 - Compliance Requirements: Division 3 (20).

3 Scope

This policy applies to personal information collected by AC in relation to past and present staff, students, prospective students, individual clients and other individuals.

This policy must be observed by all staff, consultants, external contractors and students who have access to personal information held by Accord College.

4 Definitions

Personal Information: Personal information is defined under the Privacy Act as information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- whether the information or opinion is true or not, and
- whether the information or opinion is recorded in a material form or not.

Some examples of personal information include names, addresses, phone numbers and email addresses. The definition of personal information only relates to 'natural' persons. It does not extend to other 'legal' persons, such as companies.

Privacy Act 1988 (Privacy Act) is an Australian law that regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information. The Privacy Amendment (Enhancing Privacy Protection) Act 2012 introduced many significant changes to the Privacy Act, including 13 Australian Privacy Principles (APPs) that apply to the handling of personal information. As an Australian Government agency, ASQA is obliged to comply with the APPs.

Sensitive Information: Under the Privacy Act, sensitive information is defined as:

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- a. information or an opinion about an individual's:
- racial or ethnic origin
 - political opinions
 - membership of a political association
 - religious beliefs or affiliations
 - philosophical beliefs
 - membership of a professional or trade association
 - membership of a trade union
 - viii. sexual orientation or practices, or
 - criminal record that is also personal information; or
 - health information about an individual
 - genetic information about an individual that is not otherwise health information
 - biometric information that is to be used for the purpose of automated biometric verification or biometric identification, or
 - biometric templates.

Unique Student Identifier (USI) is a unique reference number issued to an individual by the Australian Government. It is made up of numbers and letters and enables an individual to look up and track their training achievements in an online database.

5 Requirements and Process

5.1 Collection of Information

- a. Personal information will not be collected unless:
- the information is collected for a purpose directly related to the individual; and
 - The collection of the information is necessary for or directly related to that purpose.
- b. In general, staff, contractor and referral partner personal information will be collected prior to appointment. The types of personal information collected include, however not limited to:
- Personal and contact details
 - Proof of identification
 - Resume
 - Awards
 - Bank details
 - Appraisals
 - Professional development plans

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- Employment contract
 - Other contract.
- c. In general, student personal information will be collected through course application, Pre-training review (PTR), enrolment forms, training and assessment records. The types of personal information collected include however not limited to
- Personal and contact details
 - Proof of identification
 - Background information collected for AVETMISS statistical purposes about birthplace, language, culture, disability, prior education, schooling, employment, study reasons, residency status
 - Information required for the issuance of a USI
 - Consents and declarations
 - Language literacy and numeracy assessment
 - Training, participation and assessment information
 - Attendance records
 - Intervention strategies
 - Warning letters
 - Fees and payment information
- d. AC may collect personal information directly from individuals either through personal interaction or print or electronic mediums including Accord College's website, surveys and correspondences. AC ensures that it has obtained all necessary consents prior collecting any personal information.
- e. AC will not collect sensitive information about an individual without the explicit consent of the individual or unless required under law. Health information may be collected if found necessary to prevent or lessen a serious and imminent threat to the life or health of any individual.
- f. USI: As the USI is a requirement for local/domestic students to enrol in and obtain competency records/AQF documentation, AC shall provide the prospective and enrolling students about the process to register/apply for a USI on its website, handbooks, and during orientation. Where AC applies for a USI on behalf of an individual it will ensure that it has the authorisation of that individual and provide the required USI Privacy Notice as required under the Act.
- g. Where personal information is collected for inclusion in a record or in a generally available publication AC will take reasonable steps to ensure that, before the information is collected or, if that is not practicable, as soon as practicable after the information is collected, the student concerned is generally aware of:
- the purpose for which the information is being collected;

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- if the collection of the information is authorised or required by or under law the fact that the collection of the information is so authorised or required; and
 - With whom the information may be shared - Full details relevant to this are available on the student enrolment form.
- h. Where AC solicits and collects personal information for inclusion in a record or in a generally available publication it will take reasonable steps to ensure that:
- The information collected is relevant to that purpose and is up to date and complete; and
 - The collection of the information does not intrude to an unreasonable extent upon the personal affairs of the student.

5.2 Use of Information

AC will use the information for the primary purpose for which it is collected. AC may also use the information it holds for statistical purpose including research, analysis of trends and reports without compromising or disclosing identify of any individuals except as outlined in “Disclosure of Information” below.

5.3 Disclosure of Information

- a. AC will not without the prior consent of an individual disclose personal or sensitive information about that individual for a purpose other than the primary purpose of collection except in any of the following situations; AC reasonably believes that the use or disclosure is necessary to lessen or prevent either of the following:
- A serious and imminent threat to an individual’s life, health, safety or welfare
 - A serious threat to public health, public safety or public welfare
 - AC has reason to suspect that unlawful activity has been, is being or may be engaged in, and uses or discloses personal information as a necessary part of its investigation of the matter or in reporting its concerns to relevant persons or authorities
 - Use or disclosure is required or authorised by or under law
 - The prevention, detection, investigation, prosecution or punishment of criminal offences or breaches of a law imposing a penalty or sanction
 - The prevention, detection, investigation or remedying of seriously improper conduct
 - The preparation for, or conduct of, proceedings before any court or tribunal
 - The information is request or sought by Australian law and enforcement agencies.
- b. The personal information about students enrolled in a Course with AC may be shared with the Australian Government and designated authorities, such as the Australian Skills Quality Authority and its auditors, the USI Registrar, The Higher Education and Skills Group and the National Centre for Vocational Education Research (NCVER). This

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- c. includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.
- d. Where personal information is disclosed for the purposes of enforcement of 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.
- e. 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.

5.4 Access, Storage and Security of Information

- a. All Student information will be stored in secured locations either on Accord College's Student Management System, onsite secure file and secured archive room. AC will take all reasonable steps to protect the personal and sensitive information it holds.
- b. All staff information will be stored in a secured lockable location managed by the CEO.
- c. AC will ensure:
 - that the record is protected, by such security safeguards as it is reasonable in the circumstances to take, against loss, against unauthorised access, use, modification or disclosure, and against other misuse; and
 - 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 unauthorised use or disclosure of information contained in the record.
 - reasonable steps will be taken to destroy any personal or sensitive information if it is no longer needed for any purpose.
- d. Only staff and members of organisation authorised by the CEO of Accord College will have access to the information stored for the specific purpose for which access is required. Individuals may request access to their personal or sensitive information held by AC by contacting the CEO. The CEO has the right to refuse access to the information if;
 - Providing access would have an unreasonable impact on the privacy of other individuals
 - The request for access is frivolous or vexatious
 - Providing access would be unlawful and/or compromise any ongoing or pending investigations or legal proceedings
 - Any law and enforcement agency has requested Accord College to not provide access.

6 Responsibility

The Compliance Manager and Operation Manager will be responsible for the implementation of this process and will ensure all requirements of this policy and procedure are met. Any breach of this policy will be promptly communicated to AC's CEO.

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9 Review Date

12 months from the date of this version, or as required.

10 Version History

Version Number	Date	Reason for Change	Prepared by	Approved by
V1.0	June 2024	Policy Created	Compliance Manager	CEO
V2.0	July 2025	Review for currency	Compliance Manager	CEO
V2.1	April 2026	Reviewed policy template and updated statutory reference	Training Manager (LD)	CEO (RP)