



Handling Information - VET Student Loans (VSL) Procedure and Process

In the course of its business as a Registered Training Organisation, the Australian Careers Business College (ACBC) may collect information from students or potential students, either electronically or in hard copy format, including information that personally identifies individual users. ACBC may also record various communications that students or potential students have with us.

In collecting personal information ACBC will comply with the privacy requirements of the *Higher Education Support Act 2003* and the information privacy principles set out in the Privacy Act 1988 (as amended). This includes the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) and subsequent Privacy Regulation 2013, made under the Privacy Act, which commenced in March 2014.

Collection and management of students' personal information in accordance with the Australian Privacy Principles

ACBC will only collect personal information by fair and lawful means, which is necessary for the functions of ACBC and is committed to ensuring the confidentiality and security of the information provided to us.

The personal information supplied by individuals to ACBC will only be used to provide information about study opportunities, course administration, academic information and to maintain proper academic records. If an individual chooses not to give ACBC certain information then ACBC may be unable to enrol the individual in a course or supply them with appropriate information.

Students' right to access their personal information

Students have the right to access or obtain a copy of the personal information that ACBC holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for a student to access personal information that ACBC holds about them; however there may be a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information within 5 days of receiving their written request.

Students' right to correct their personal information

If a student considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. 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.

Written requests for access to and/or to correct records and personal information held by ACBC should be sent to:

Director of Studies
28 Memorial Avenue
Liverpool, NSW 2170



Use and disclosure of a student's personal information collected by ACBC

Personal information about students studying with ACBC may be shared with the Australian Government and designated authorities, including the Tuition Assurance Scheme. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach of a student visa condition.

Any person or organisation to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

ACBC will not disclose a student's personal information to another person or organisation unless:

- a) the student 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 student concerned has given written consent to the disclosure;
- c) ACBC 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 student concerned or of another person;
- d) the disclosure is required or authorised by or under law; or
- 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.

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, ACBC shall include in the record containing that information a note of the disclosure.

Commonwealth assistance

Personal information may also be collected to assess an individual's entitlement to Commonwealth assistance under the *Higher Education Support Act 2003* and to allocate a Commonwealth Higher Education Student Support Number (CHESSN). ACBC will disclose this information to the Department of Education and Training (DET) for these purposes. DET may disclose information to the Australian Taxation Office. Personal information gathered for these purposes will not otherwise be disclosed without the individual's consent unless required or authorised by law.

Security of personal information

ACBC 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.

ACBC 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.