



Government of **Western Australia**  
North Metropolitan **TAFE**

## **Privacy Policy PCY26**

EFFECTIVE:

VERSION: 1.1

## CONTENTS

<b>POLICY STATEMENT</b> .....	3
<b>SCOPE</b> .....	3
<b>PRINCIPLES</b> .....	3
<b>BACKGROUND</b> .....	5
<b>DEFINITIONS AND ACRONYMS</b> .....	6
<b>PROCEDURE</b> .....	6
<b>RELATED POLICES AND OTHER RELEVANT DOCUMENTS</b> .....	7
<b>RELEVANT LEGISLATION</b> .....	7
<b>REVIEW DATE</b> .....	7
<b>CONTACT INFORMATION</b> .....	7

*All policy and procedural statements contained within this document are lawful orders for the purposes of section 80(a) of the Public Sector Management Act 1994 (WA) and are therefore to be observed by all College employees*

## POLICY STATEMENT

Your privacy is important to us.

This policy tells you how we manage your personal information including:

- the kinds of personal information that we collect and hold about you;
- how we collect your personal information;
- how we hold your personal information;
- the purposes for collecting, holding, using and disclosing your personal information;
- how you may access your personal information held by us and correct that information where it is incorrect;
- how you may make a complaint about the way we collect, hold, use or disclose personal information, and how we will deal with privacy related complaints;
- whether we will (or are likely to) disclose your personal information to overseas recipients and the countries where such recipients may be located.

## SCOPE

The policy applies to all North Metropolitan TAFE (NMT) employees, students, volunteers and contractors.

## PRINCIPLES

We are bound by the *Privacy Act 1988 as amended* (the Privacy Act) and the Australian Privacy Principles (APPs). The APPs and the APP guidelines applied from 12 March 2014 and cover both Australian Government agencies and organisations covered by the Privacy Act.

### **PART 1 – Consideration of personal information privacy (APP's 1 and 2)**

The *Privacy Act 1988 as amended* requires organisations that operate a service or program that is governed by Commonwealth legislation to have a privacy policy. NMT embraces the open and transparent management of personal information and is guided by the Office of the Australian Information Commissioner Australian Privacy Principles (APP) in the development of this Policy.

### **PART 2 – Collection of personal information (APP's 3, 4 and 5)**

NMT collects personal information (including sensitive information) from you or your authorised representative when you apply and enrol as a student in any course.

NMT does not collect any personal information unless that information is necessary for, or directly related to training delivery and issuance of qualifications, statements of attainment and records of results. Information is used to provide additional support services to students who give consent for their personal information to be used to identify a need, for instance those with a disability.

NMT also collects personal information through our website and social networking services. We use this information to improve our website and receive feedback from the community.

NMT collects sensitive information from you as a **student** for:

- The assignment and verification of a Unique Student Identifier (USI) on application from you as an individual or NMT can collect it on your behalf with your authorisation.
- Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS). AVETMISS VET data is collected under the Data Provision Requirements legislative instrument. The Data Provision Requirements are a legislative instrument made by the Federal Minister for Tertiary Education, Skills, Jobs

and Workplace Relations under subsection 187(1) of the National Vocational Education and Training Regulator Act 2011.

- VET Student Loans and FEE-HELP Applications. Any personal information supplied during the application will be used to provide assistance with applications and repayment of HELP loans.

And as an **Employee** or **Prospective Employee** for

- Recruitment purposes
- Remuneration payment (Banking Details)
- Performance Management

### **PERSONAL INFORMATION COLLECTED**

Title

Gender

Full Legal name

First Name/s

Date of Birth

Postal Address

Residential address

Home Phone

Work Phone

Mobile

Emergency name and number

Email

Residency Status

Guardian details for students under 18 years

Employer details

VET in Schools – school name

Course details

### **SENSITIVE INFORMATION COLLECTED**

Sensitive information includes:

Tax File Numbers for FEE-HELP Loans

Unique Student Identifier

Citizenship and residency documents

Concession Details

Birth Certificate, driver's licence or passport to establish identity

Student's background characteristics such as prior education and language

Student's demographics including age and gender

Training course and modules undertaken Qualification name

Where training activity took place

Modules passed and Qualifications achieved

Satisfaction with the training

Employer satisfaction with the VET system

Banking details where appropriate

### **PART 3 – Dealing with personal information (APP's 6, 7, 8 and 9)**

#### **DISCLOSURE**

NMT will not use or disclose your personal and sensitive information unless

- You authorise the use or disclosure
- The use or disclosure is required or authorised by or under an Australian law, regulation or a court/tribunal order
- NMT has taken steps necessary to ensure any information supplied is de-identified before disclosure
- Your personal and sensitive information will not be disclosed to any overseas recipients

## **DIRECT MARKETING**

NMT will not use or disclose personal and sensitive information for the purpose of direct marketing unless

- We have collected that information from you and you would expect us to use or disclose the information for that purpose
- We provide you a simple means to opt out of any direct marketing communications from us

## **USE OF GOVERNMENT RELATED IDENTIFIERS**

As an authorised Income Contingent Loan Provider under the *Higher Education Support Act 2003*, NMT will collect your Commonwealth Higher Education Student Support Number (CHESSN) and TAX File Number (TFN) for the purposes of reporting details of students' VET FEE-HELP or FEE HELP assistance to the Australian Government Department of Education.

Privacy and taxation laws protect the collection and supply of your TFN information. Severe penalties apply if these laws are broken.

The *Student Identifiers Act 2014* provides for a student identifier for individuals undertaking nationally recognised vocational education and training (VET). Strict privacy requirements govern the collection, storage and use of students' Unique Student Identifier (USI) and protects student records from unauthorised access and disclosure.

## **PART 4 – Integrity of personal information (APP's 10 and 11)**

### **STORAGE AND SECURITY**

NMT takes steps to ensure that any record containing personal and sensitive information 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
- If it is necessary for the record to be given to a person in connection with the provision of services then NMT will do everything reasonably possible to prevent unauthorised use or disclosure of any information contained in the record.
- When no longer required, NMT will destroy personal information in a secure manner, in accordance with the Western Australian *State Records Act 2000*, the General Disposal Authority for State Government Information 2013-017 and the Sector Disposal Authority for State Training Providers DA2012-045.

## **PART 5 – Access to, and correction of, personal information (APP's 12 and 13)**

### **ACCESS TO PERSONAL INFORMATION**

Confidential information must only be disclosed to students, staff and persons outside the College as listed on the *Access and Disclosure Matrix* contained in this policy.

### **CORRECTION OF PERSONAL INFORMATION**

NMT will take reasonable steps to make appropriate corrections, deletions and additions to ensure that the record is accurate and up to date. Should you wish to amend your personal information please contact [enquiries@nmtafe.wa.edu.au](mailto:enquiries@nmtafe.wa.edu.au).

## **HOW DO I COMPLAIN?**

The NMT website has a complaints and feedback section, and this is where you can easily provide us with your feedback at: <http://www.northmetrotafe.wa.edu.au/feedback> or call us on **1300 300 822**.

Whilst complainants are not required to attempt to resolve their complaints informally, informal resolution is encouraged before commencing formal action.

## DEFINITIONS AND ACRONYMS

APP - Australian Privacy Principles

AVETMISS - Australian Vocational Education and Training Management Information Statistical Standard

CHESSN - Commonwealth Higher Education Student Support Number

TFN – Tax File Number

USI – Unique Student Identifier

VET- Vocational Education and Training

## PROCEDURE

### Access and Disclosure of Confidential Information to External Organisations/Individuals

<i>If Access is required for:</i>	Final Results		Awards		Personal Information		Enrolment Information	
<i>Access is available through:</i>	Access	Recipient	Access	Recipient	Access	Recipient	Access	Recipient
Student Service Staff	✓	abc	✓	abc	✓	abcd	✓	abcd
Academic Delivery Staff	✓	ab			✓	abd	✓	abd
Accounts Payable Staff					✓	abd	✓	abd
<i>If Access is required for:</i>	Attendance		Ongoing Results		Financial Information			
<i>Access is available through:</i>	Access	Recipient	Access	Recipient	Access	Recipient		
Student Service Staff	✓	abcd	✓	ab	✓	ab		
Academic Delivery Staff	✓	ab	✓	ab				
Accounts Payable Staff					✓	ab		

### Recipient classifications:-

a: Individual student

b: Parent of student if student is under 18

c: External organisations with student authority

d: Law enforcement if part of an investigation or risk to staff or student – usually requires a formal written request

Requests for **confidential information** that do not comply with these guidelines must be referred to the Director Client Services.

## **RELATED POLICES AND OTHER RELEVANT DOCUMENTS**

AVETMISS Collection Specifications  
Complaints and Feedback Policy  
General Disposal Authority for State Government Information 2013-017  
Sector Disposal Authority for State Training Providers DA2012-045

## **RELEVANT LEGISLATION**

Freedom of Information Act 1992  
Higher Education Support Act 2003  
Privacy Act 1988  
Spam Act 2003  
State Records Act 2000  
Student Identifiers Act 2014

## **REVIEW DATE**

September 2020

## **CONTACT INFORMATION**

General Manager Organisational Services