



Code and Number	E.1.12
Title of Document	Student Privacy and Personal Information

POLICY

In the course of its business, Australian College of Nursing Ltd (ACN) may collect information from students or persons seeking to enrol with ACN, either electronically or in hard copy format, including information that personally identifies individuals. ACN may also record various communications between individuals and ACN.

In collecting personal information ACN will comply with the requirements of the Australian Privacy Principles (APPs) set out in schedule 1 of the *Privacy Act 1988 (Cth)*.

PURPOSE

The purpose of this policy is to outline the student personal information handling practices of the Australian College of Nursing.

DEFINITIONS

Personal information is defined by the Privacy Act as information or an opinion about an individual who is identified, or who can reasonably be identified, from the information, whether the information or opinion is true or not; and whether the information or opinion is recorded in a material form or not.

Sensitive information is a subset of personal information under the Privacy Act, this information includes among other things information about an individual's health, including genetic and biometric information, racial or ethnic origin, religious, philosophical or political beliefs (including union or political affiliation) sexual orientation and criminal history.

1. Collection and use of personal information

ACN will only collect personal information from individuals by fair and lawful means which is necessary for the functions of ACN. ACN will only collect sensitive information with the consent of the individual and if that information is reasonably necessary for the functions of ACN.

The information requested from individuals by ACN will only be used to provide details of study opportunities, to enable efficient course administration, to maintain proper academic records, to assess an individual's entitlement to FEE-HELP assistance, and to report to government agencies as required by law.

If an individual chooses not to give ACN certain information then ACN may be unable to enrol that person in a course of study or provide them with the service or information they have requested.

Personal information that is commonly collected by ACN as part of the admission and enrolment process include an individual's name, address (residential, postal and email) phone number, date of birth, gender, nationality, passport number, academic records, employment details, banking and credit card details, immunisation and disability information, national police certificates, emergency contact details, identification photographs, IT access logs and metadata from use of online services and facilities.

2. Disclosure of personal information

Personal information about individuals studying with ACN may be disclosed to the following types of organisations:

- employers and / or tertiary education providers, where disclosure is necessary to verify previous qualifications or experience;

- government agencies responsible for administering and regulating education and training providers in Australia including, the Department of Education Skills and Employment (DESE), the National Centre for Vocational Education Research Ltd (NCVER), the Tuition Protection Service (TPS), the Australian Taxation Office, Centrelink and the department of Home Affairs (in administering the ESOS legislation relating to your visa or travel status);
- external organisations, such as professional bodies and institutions that run courses in conjunction with ACN;
- hospitals and aged care facilities in connection with allocation of clinical placements;
- contracted service providers including ACN tutors, markers and clinical placement facilitators; and;
- Other service providers engaged by ACN to perform services on behalf of ACN including third party hosting providers that may store data outside Australia on a 'cloud' based platform. When ACN discloses your information to overseas recipients, it takes measures to ensure those recipients treat your information in accordance with applicable privacy legislation.

This information may include personal and contact details and course and unit enrolment details.

ACN 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 to the disclosure;
- c) ACN 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; 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, ACN shall include in the record containing that information a note of the disclosure.

Any person or organisation that collects information on behalf of ACN or 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 collected by them or supplied to them.

3. Security and integrity of personal information

ACN is committed to ensuring the confidentiality, security and integrity of the personal information it collects, uses and discloses and will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is accurate, up to date and complete.

ACN will securely store all records containing personal information and take all reasonable security measures to protect personal information it holds from misuse, interference, loss, unauthorised access, modification or disclosure.

Where ACN has no further use for personal information for any purpose disclosed by ACN, or is no longer required to maintain that personal information, all reasonable steps will be taken to securely destroy or de-identify the information.

4. Right to access and correct records

Individuals have rights under the Privacy Act to access or correct the personal information that ACN holds about them.

There is no charge for an individual to access personal information; however ACN may charge a fee to make a copy. Where it is reasonable to do so, ACN will provide access to the information in the manner requested by the individual.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. There is no charge for making a request to correct personal information.

While ACN will endeavour to allow individuals to access and correct their personal information, sometimes that will not be possible, in which case ACN will notify the individual in writing setting out the reasons for refusal.

ACN will respond to requests for access to or correction of personal information within a reasonable period, which is usually within thirty (30) days.

Written requests for access to or correction of personal information held by ACN should be sent to:

The Privacy Officer:

Email: privacy@acn.edu.au

OR

Australian College of Nursing

PO Box 650

PARRAMATTA NSW 2124

5. Complaints

Individuals can make a complaint in relation to how ACN has handled their personal information in writing. Complaints will be acknowledged promptly investigated and a written report to address the complaint and corrective action taken (if any) will be provided to the complainant within twenty (20) working days.

If unsatisfied with ACN's response, the complainant may lodge an internal appeal or complain directly to the Australian Privacy Commissioner. See [E.1.13 Non-academic Grievance Policy](#) for further information about ACN's student grievance handling procedures.

Appendices

[Appendix 1 - Admission and Enrolment Privacy Collection Notice](#)

[Appendix 2 - Up-front Payments Tuition Protection Privacy Notice](#)

Related policies and procedures

[E.1.13 Non-academic Grievance Policy](#)

Related forms

[FM-E.1.12-ED079 – Consent to Disclose Personal Information](#)

Ratified by Board: 19 February 2016

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