



Personal Information Security and Records Retention Policy and Procedure

1.0 Purpose

- 1.1 The purpose of this policy and procedure is to define Minerva College's (the College) requirements and processes relating to the collection, use, storage and disclosure, security and access to personal information student information. This policy applies to all students, including past, prospective and currently enrolled students with the College.

2.0 Responsibility

- 2.1 The Chief Executive Officer is responsible for the implementation of this policy and procedure and to ensure that staff and students are aware of its application.

3.0 Requirements

- 3.1 Adhere to the requirements of the *Standards for Registered Training Organisations (RTOs) 2015*
- 3.2 Adhere to the requirements of the Australian Privacy Principles (APPs) set out in the Commonwealth Privacy Act 1988 (Cth) and the requirements of the Higher Education Support Act 2003.

4.0 Definitions

- 4.1 N/A

5.0 Policy

5.1 Collection of personal information

- 5.1.1 The College collects personal information in order to assist in the provision of its services. Personal information will not be collected unless it is relevant for a purpose directly related to a function or



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activity of the College. The College will only collect information by lawful means. Where the College collects personal information for inclusion in a record, it will take all reasonable steps to ensure that the individual is made aware of the purpose for which the information is being collected. The College shall not collect personal information by unlawful or unfair means.

5.1.2 Student personal information is collected for the purposes of:

- processing enrolments and enquiries;
- communicating accurately with students;
- matching courses with students' needs;
- dispatching course information;
- enrolment procedures;
- delivering course materials;
- managing record keeping processes and student account details;
- compiling statistics and market research;
- meeting standards of regulatory reporting requirements.

5.1.3 The College will ensure that the collection of personal information does not intrude to an unreasonable extent upon the personal affairs of the individual concerned and that information collected is up to date and complete.

5.2 Use and disclosure

5.2.1 The College acknowledges and respects the privacy of individuals. We advise that the information you provide is "personal information" as defined by the Privacy Act 1998 (Cth). This information is collected for the purposes of processing your registration application or enquiry, keeping you informed of upcoming events and assisting us in improving our educational service. This information includes but is not limited to your personal contact details, course enrolment details and changes, and the circumstances of any suspected breach by the student.

5.2.2 The College is required to provide personal information to external organisations including the Commonwealth Government and their designated authorities or agencies in order to provide specific services and as required by law. This may include, but is not limited to sharing information with the Australian Taxation Office (ATO), Department of



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Education (DET); Australian Council for Private Education and Training (ACPET) for the Tuition Assurance Scheme; state and national regulatory bodies such as Australian Skills Quality Authority (ASQA) and NSW Department of Education (NSW DET).

- 5.2.3 Personal information will not be disclosed to a third party, other than as described above, without the written consent of the individual concerned.

5.3 Access and Update of Personal Information

- 5.3.1 The College will make all reasonable efforts to ensure that personal information recorded by the College is kept up to date.
- 5.3.2 If a student believes that their personal information retained by the College is out of date or otherwise inaccurate, the student may amend their personal information by submitting a request to the College.
- 5.3.3 To access personal information, a request form needs to be completed and submitted to the College. If a student provides written consent to release certain information to a third party, then a record of the written consent must be held in the student record management system.

5.4 Storage of personal information and records

- 5.4.1 Minerva College will retain records of qualifications and statements of attainment issued for 30 years to ensure that current and past learners are able to access records of their achievements.

6.0 Procedure

6.1 Student request to access their personal information:

- 6.1.1 The student will need to complete the Student Record Request form and submit to the College.
- 6.1.2 The request will be reviewed by the CEO and notify the student permission to grant access.



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6.1.3 The student will then ask to contact the CEO to arrange an appropriate time with the CEO to view their personal information either on file or in the student record management system.

6.2 Student request to update their personal information:

6.2.1 The student will need to complete the Student New Contact Details form and submit to the College.

6.2.2 The request will be processed within 5 working days and the CEO will notify the student once their personal information has been updated on file and in the student record management system.

If you have any suggestions as to how we can improve our performance with respect to our protection of personal information practices, or if you would like further information on anything included in this policy, please contact the College Chief Executive Officer at info@minervacollege.edu.au.

Revision History

Revision	Date	Description of modifications
1.1	24 December 2014	Original
1.2	12 January 2016	Amendments made to support implementation of new Student Entry Procedure and VET FEE-HELP reforms
1.3	19 September 2016	Format changes and minor content edits

Approval

Revision	Date	Approved & Endorsed by
1.1	24 December 2014	Executive Management Committee
1.2	19 September 2016	Executive Management Committee
1.3	19 September 2016	Executive Management Committee