



Privacy and Confidentiality Procedure

Procedure

Collection of personal information

In each student's application process, Greenwich English College Pty Ltd is required to collect a range of personal data. In developing the forms and procedures for collecting such information it is ensured that all information collected is related directly to the legitimate purposes of Greenwich English College Pty Ltd.

Greenwich English College Pty Ltd will also ensure that the application form discloses to the applicant both the adherence of Greenwich English College Pty Ltd and its staff to upholding the Privacy Act and other relevant privacy regulations and the uses and potential legitimate and required disclosures of said information. The form will also inform applicants of their rights with respect to said information, including their rights to access and to require correction of errors.

Maintenance of personal information

Greenwich English College Pty Ltd will store personal information securely in its databases which are only accessible to staff of Greenwich English College Pty Ltd who have been awarded the delegated authority and have been appropriately trained. Such training will include ensuring their awareness and understanding of this procedure document and the associated policy document.

Where Greenwich English College Pty Ltd staff have need for printed copies of documents that contain personal data, all care will be taken to store these documents appropriately, that is where access to the documents is only available to relevant staff of Greenwich English College Pty Ltd.

Greenwich English College Pty Ltd will make available to an individual any personal information on them unless this is prevented by law. In most cases, this will only require an informal verbal request by the individual to a staff member of Greenwich English College Pty Ltd who has access to that information. There may be occasions, however, in which individuals are required to make a written request for access to such information. All such requests will be responded to within 10 working days.

Use of personal information

Greenwich English College Pty Ltd and its staff will only use personal information collected for the purpose it was collected and which was stated at the time of collection.

Third party access to personal information that has been collected may only be granted in accordance with the statements made by Greenwich English College Pty Ltd in the application form. The statements in this form have been written in plain English to enable better understanding by the applicants. The statements made are:

1. "Greenwich English College is subject to the Privacy Act which regulates how your personal information is collected, handled, and used. The information provided by you (including but not limited to your contact details) in all forms of correspondence between you and Greenwich English College may be shared between Greenwich English College and the Australian Government and designated authorities. The information may also be used for general communication with you and for promoting compliance between you and Greenwich English College. The ESOS Act further outlines circumstances in which this information may be shared."
2. "Photographs, videos, testimonials and/or course work provided by you and/or taken by or on behalf of Greenwich English College may be used by or on behalf of Greenwich English College for marketing and promotional purposes."

Any use of information for promotional purposes, as referred to above, will be limited to the promotion and marketing of services provided by Greenwich English College and/or other organisations within the greater RedHill Education Ltd organisation.

Greenwich English College Pty Ltd will otherwise safeguard the confidentiality of information obtained and not reveal to, or enable the use of, information about students or staff by a third party without that person's written consent.

Disposal of personal information

At such time as requirements of record keeping allows and at which information is no longer of relevant or appropriate use, Greenwich English College Pty Ltd will dispose of any and all personal information that has been collected.

Disposal of personal information will be carried out in such a manner as to reasonably ensure its privacy will be ensured. This may include either the use of a paper shredder or registered secure document disposal service for physical records. Electronic records will be deleted and any 'recycle bin' cleared immediately after.

References

Issue of Qualifications & Statements of Attainment – Policy and Procedure
Records Management – Policy and Procedure
ASQA Standards for Registered Training Organisations 2015
National Vocational Education and Training Regulator Act 2011
Student Identifiers Regulation 2014

Authorising Officer: _____ **Date:** _____ **Review Date:** _____

This policy is to be reviewed twelve (12) months from this date.