

## Policy and Procedure

Name: Privacy Policy

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Approved by: CEO

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Date approved: 3/4/14

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## **SECTION 1 – INTRODUCTION**

### **CONTEXT**

From 12 March 2014, the Australian Privacy Principles (APPs) replaced the National Privacy Principles and Information Privacy Principles. The APPs were established under the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, which amends the *Privacy Act of 1988*, is designed to protect your rights with respect to personal information that organisations may hold, to ensure you are aware of your rights and of what information is held.

### **PURPOSE**

This Privacy Policy and Procedure ensures you are aware of what information we hold about you and your rights regarding access to this information.

### **SCOPE**

This policy and procedure applies to all students.

## SECTION 2 – POLICY

### PRINCIPLES

The Privacy Policy and Procedure is committed to and guided by the principles of:

- access
- equity
- fairness
- ethical behaviour

### POLICY

IVY INSTITUTE is bound by Commonwealth law to handle Personal Information in accordance with National Privacy Principles. These principles are designed to ensure that any personal information you provide is used and disclosed only for the primary purpose for which it was collected, unless otherwise authorised by you or the law. The principles cover issues such as the collection, storage, use and disclosure of information, as well as giving you the right to access information we hold about you.

#### ***What information do we collect from you and how is the information collected?***

We, including our authorised agents, collect the information that you provide on your enrolment form; request a course guide form, enquiry forms, Live Chat, Request for VET FEE-HELP Assistance form, information provided over the telephone and email communications together with details of your academic progress (including results of assessments); your attendance record; work undertaken by you in completion of your course, such as assessments, learner activities, blog posts, forum posts and videos; the outcomes of formal interviews you may have with staff during your course to discuss your progress; your special requests or requirements, records of grievances, complaints or appeals; and records of payments of fees and charges. In the event that you request VET FEE-HELP we are also required to collect sensitive information, including your tax file number, which is stored securely via encryption and masked from visibility.

#### ***What is the purpose for collecting this information?***

We collect information that is necessary to ensure that we provide you with appropriate pre-sales information and to ensure we deliver to you the services promised in our brochure and on our web site.

#### ***What cookies are used within the site?***

A cookie is a small data file placed on your computer by the IVY INSTITUTE server. A cookie contains information about your visit to the Site. When you visit the Site again, our server will look for the cookie and structure itself based on the information provided. A cookie identifies your computer to our web server when you visit the Site.

#### ***We use cookies:***

- To determine if you have previously visited our Site
- To identify areas of our Site you have accessed
- To enable us to tailor the facilities and offerings made available to you when you visit our site
- For administrative and security purposes

The cookies installed on your computer will not contain personal information about you, other than that outlined above.

Your personal data will be stored in a secure environment at the IVY INSTITUTE Site. It is recommended that you turn off any cookie warnings in your browser before using this Site, otherwise you may not be able to use the full functionality of this Site.

**How your information may be used?**

Personal information may be used and disclosed within the company to administer our products and services, as well as for prudential risk management purposes. We may also use this information, unless you tell us otherwise, to provide you with related marketing information.

Please note that we need the personal information we keep about you to be accurate. It is especially important that you notify us of any changes to your circumstances, such as change of contact details.

**Who do we share your information with?**

We will not sell, share or rent personal information to others without your written consent. We will only disclose personal information to third party entities carrying out functions on behalf of, or in partnership (including under licence) with, IVY INSTITUTE on a confidential basis.

**The security of information you provide**

We take all reasonable steps to protect the personal information we hold about you from misuse or loss or from unauthorised access, modification or disclosure. It is stored in electronic form in our administration database and can only be accessed by authorised staff. These staff members are issued with their own Login Identifier they must use to gain access to our systems.

When you commence, you are issued with a unique Student Identification (ID) number or username and password. It is important that you do not disclose this information to other students in order to protect your privacy. The number will be used to display your assessment results.

**Disclosure Required by Law**

We may be required or authorised by law to disclose information about you. We may also be required to produce your records for a government agency, for example, in relation to social security (if you are receiving Youth Allowance, Austudy or Abstudy) or VET FEE-HELP.

**How do I complain about a breach of the APP?**

If you wish to lodge a complaint about a breach or potential breach of your privacy please follow Ivy College's *Complaint, Grievances and Appeals Policy and Procedure* published at [ivy.edu.au](http://ivy.edu.au).

**Will my information be disclosed to overseas recipients?**

Ordinarily information is kept in Australia but from time-to-time some information may be collected and stored by third party service providers in servers located offshore, including Singapore and Hong Kong.

**What happens if I don't provide the requested information?**

If you do not provide the requested information Ivy College may not be able to deliver the requested services. In the case of VET FEE-HELP, if the the requested information, such as tax file numbers, is not provided by the due date you will not be eligible to obtain VET FEE-HELP and fees may be recovered directly from you by the College.

## SECTION 3 – PROCEDURE

### ***Access to Personal Information***

We will, with your help, keep your personal information accurate, complete and up to date. In order to ensure this, you have the right to access the personal information we have about you and request corrections. You can contact us to inspect information by emailing the Privacy Officer at [privacy@ivy.edu.au](mailto:privacy@ivy.edu.au) and identifying yourself as a student by giving your student ID number or username, name and address and outline your request. When we receive your written request, we will make arrangements for you to view your records.

**SECTION 4 – REFERENCE AND SUPPORTING INFORMATION**

**SUPPORTING DOCUMENTATION**

Links to supporting documentation	

## SECTION 5 – GOVERNANCE

### CHANGE HISTORY

Version	Approval date	Approved by	Change
1.0	1/9/12	CEO	New policy
1.1	3/4/14	CEO	Updated privacy email address Updated references and added additional information to comply with the new Australian Privacy Principles brought into effect 12 March

***Please note:***

- Printing this document may make it obsolete
- For the latest version of this policy always check the [Master Document Directory](#)
- When reviewing this policy always review the [Policy & Procedure Issues Log](#)
- Version [#.#] (use for draft versions only – delete for final version sent to approving manager)