

Personal Information and Privacy Policy and Procedure

Policy

Sherwood Institute of Australia (here after known as 'SIA') is committed to protecting the privacy of individuals who interact with any aspect of our business, and will handle personal information in accordance with the Australian Privacy Principles set out in the Privacy Act 1988 (Cth). In providing products and services, SIA will be transparent about how and why information is collected and used. SIA will take all reasonable steps to protect individual information from loss, misuse or unauthorized disclosure or destruction.

Scope

This Privacy Policy applies to the collection, storage, use and disclosure of personal information by SIA. It also sets out information about how SIA may give access to personal information but certain information will not be available under freedom of information laws. This will include private information related to another individual, SIA's internal working documents and material obtained in confidence.

Collection of Personal Information

SIA only collect personal information that is necessary or directly related to its functions and activities as a VET provider.

Personal information collected is:

From Students

When enrolling into a course of study, SIA will collect personal information such as name, address, contact details, date of birth, citizenship, educational history and prior academic results, work history (if required as a basis of admission), emergency contact details, details of parents or guardians and credit card details. Additional information may be collected during a course of study and dealings with SIA.

SIA may collect other personal information which may identify racial or ethnic origins (including proficiency in languages other than English), information about health or disability (where this is relevant to accommodating specific needs) and membership of professional or industry associations (where required as a basis of admission or for credit transfer/recognition of prior learning).

SIA may collect government related identifiers, such as a tax file number, passport number, student concession number and residency proof and Unique Student Identifier, which may be necessary to verify a person's identity, to confirm eligibility for enrolment or to administer entitlement to financial assistance.

SIA may collect personal information because it is required to do so by laws that require SIA to report to Commonwealth, State and Territory government agencies for planning, evaluative, administrative and funding purposes.

SIA may collect personal information from other educational institutions where necessary to verify qualifications and course credits for enrolment and assessment purposes:

- From organizations where a work integrated learning placement, internship or practical component is completed as part of a SIA course
- From an employer if a course of study is being supported or incorporated into employment.
- From other organizations that work with SIA to recruit students into courses of study
- from third parties for the purpose of direct marketing of services

Employees, contractors and staff

When making an enquiry about or applying for a position with SIA, the following information may be collected: name, home address, educational and work history and contact details (including telephone, fax and personal email address).

Information may be collected from third parties such as referees. When providing contact details of referees, consent is being given to SIA to collect personal information from the named referees.

When SIA is proposing to offer an employment position, additional personal information may be collected, such as date of birth, tax file number, emergency contact details, ABN (if relevant), bank account, superannuation information, visa, passport and license details (if relevant), qualification information, awards, publications, copies of transcripts and details relating to working with children and police checks. For unsuccessful candidates, résumés may be maintained on file for future opportunities, only when a candidate has provided permission to do so.

During employment with SIA other personal information may be collected, including records of work performance, medical certificates, nationality, membership of a professional or industry association, trade union membership, overseas health cover and information concerning any disputes relating to employment.

SIA website and its Content

SIA uses cookies and measurement tools on our websites, as do third parties such as analytics, advertising or advertisement serving partners who may monitor unidentifiable statistics relating to website access and usage. SIA uses and discloses the unidentifiable information collected through the use of cookies and measurement

tools in accordance with this Privacy Policy. This includes using the information to report statistics, analyze trends, diagnose problems and improve the quality of SIA's products and services.

SIA may combine our cookies and information (collected through the cookies and measurement tools) on the SIA websites with other information (including information collected by third parties using their own cookies and measurement tools) to provide better or more relevant services and information.

If an individual does not want information collected through the use of cookies and/or measurement tools, they may be able to delete or reject cookies and/or some of the measurement software features through their browser or the settings section of their mobile or tablet device. Disabling these features may cause some of the functions on the SIA websites to work less effectively.

SIA provides links to external websites, as well as to third party websites that allow interaction and sharing of content including social media buttons such as Facebook share, Twitter, and Google+. These linked sites, applications and widgets are not under SIA's control and SIA does not accept responsibility for the conduct of companies linked to SIA websites, or their collection of information through these third party applications or widgets. Before disclosing information on any other website, or using these applications or widgets users are advised to examine the terms and conditions of using that website and the relevant third party's data collection practices and privacy policy.

The Internet is not always a secure method of transmitting information. While SIA takes reasonable steps to ensure all information it receives is maintained securely, SIA cannot ensure that communications conducted via the Internet will be secure.

Purpose of collecting and holding personal information

SIA collects and holds personal information for the purpose of providing educational products and services and requests information to manage and administer those products and services. When SIA collects personal information about individuals who are not students, SIA generally does so for the purposes for which the information was provided. All appropriate personal information will be held by SIA to satisfy recordkeeping obligations.

Anonymity

SIA will provide individuals with the option of remaining anonymous or using a pseudonym in their dealings with SIA where it is lawful and practicable (for example, when making an enquiry). Generally it is not practicable or lawful for SIA to deal with individuals anonymously or pseudonymously on an ongoing basis (for example, if the individual wishes to enrol in a course of study).

Security of Information

SIA maintains personal information in paper-based and electronic records and systems. Personal information may be collected in paper-based documents and converted to electronic form for storage (with the paper-based document either being archived or securely destroyed).

Electronic Records

All student enrolment information is uploaded on the student management system once the student commences the course. All electronic records are backed up with OZ Soft Solution Trading as VETTRAK.

Storage of records

To ensure records are maintained in a safe and suitable condition, the following is implemented:

- Records are kept securely in filing cabinets to prevent them from being accessed by any non authorised personnel.
- All student enrolment records are scanned and uploaded on SIA CRM (Customer relationship Management) Software, once the student complete his/her qualification.
- Records are kept confidential to safeguard information and to protect the privacy of students and SIA staff.
- Student results and Qualification /Statements of Attainment are automatically uploaded in the awards section of a client's profile in VETTRAK.
- Electronic data storage is safe from destruction by fire or flood given it's backed onto the VETTRAK Server.

Retrieval of Records

All active and archived records will be retrieved on receipt of a correctly authorised permission to access client files in accordance with the Personal Information and Privacy Policy & Access and Equity Policy.

Disposal

SIA Documents/Records are retained and disposed after the retention expiry period as except where it is known that it will be needed as evidence in a legal action or external audit. Confidential records may only be disposed of by shredding or placing in a receptacle for collection for secure document disposal.

SIA uses physical security, password protection and other measures to ensure that all personal information is protected from misuse, interference and loss; and from unauthorized access, modification and disclosure.

Use and disclosure of personal information

SIA uses and discloses personal information for the purposes disclosed at the time of collection, or otherwise as set out in this Policy. Personal information will not be used or disclosed for any other purposes, unless consent has been given or SIA is authorized or required to do so by law.

Personal information will generally only be used or disclosed as follows:

- To provide the products, services or information requested from SIA (including enrolment, assessment and issuing certificates of completion and tetramers).
- Personal information may also be disclosed to third parties (where applicable) to assist SIA with functions such as recruitment of students, work integrated learning placements
- To register and administer events, promotions or competitions
- To verify personal information details upon request from third parties, such as completion of courses, a request from a potential employer verifying a qualification and further enrolment into another institution.
- To comply with SIA's legal and regulatory obligations, including disclosure and reporting to Commonwealth, State and Territory government agencies for planning, evaluative, administrative and funding purposes. This may include:
 - disclosure and reporting to Commonwealth and State government agencies (including State Training Authorities) for the purpose of administering entitlements to financial assistance under Commonwealth and State government programs for supporting students.
 - disclosure to government agencies responsible for administering and regulating education and training providers in Australia, such as Australian Skills Quality Authority (ASQA), Department of Education, and
- To assist SIA to make its sites, service and products more accessible and valuable to students
- To perform various administrative or management functions including administering billing and debt recovery; training of staff and contractors and managing their work performance and career progression, quality assurance and evaluation; maintenance and testing of information technology systems; obtaining advice from consultants and professional advisers; management of legal liabilities and claims (including liaising with legal representatives and insurers)

Direct Marketing

SIA uses and discloses the personal information it collects for direct marketing purposes. Individuals may contact SIA to request not to receive direct marketing communications. Direct marketing may include providing individuals with information regarding products, services and new developments. If an individual does not wish to receive marketing material, please note SIA will still contact them in relation to the ongoing relationship. For example, SIA will still send individuals invoices and information that are relevant to their course of study.

Access and Correction of Personal Information

For simple enquiries regarding personal information (such as confirming current contact details or confirming results) please contact the relevant Student Services team.

To request access to personal information, please contact SIA's Office at info@sherwood.edu.au. In limited circumstances, access to personal information may be declined in accordance with the Australian Privacy Principles.

SIA endeavours to keep all personal information accurate, up-to-date and complete; however, if information held by SIA is considered to be inaccurate, out-of-date, incomplete, irrelevant or misleading, a request can be made for a correction of the information. Please contact SIA's Office at info@sherwood.edu.au. After receiving such a request, SIA will take reasonable steps to correct the information.

A request to remove or delete personal information may not be possible to comply with where the personal information must be retained by SIA for a period specified by applicable legislative and regulatory requirements.

SIA may refuse a request to access, correct or delete personal information in certain circumstances. In such instances, SIA will provide a reason for the decision.

Enquiries and Complaints

All privacy enquiries and complaints should be directed in writing to SIA's Office using the Request for Access to Personal Information form. SIA will respond to a complaint within a reasonable period of time. The contact details for SIA are:

HEAD OFFICE:

Level 1, 20 Otter Street
Collingwood VIC 3066

PHONE: (03) 90880287

Email: info@sherwood.edu.au

QUEENSLAND OFFICE:

Level 2, 8 Clunies Ross Court,
Eight Mile Plains QLD 4113

PHONE: (07) 3180 2300

Email: info@sherwood.edu.au