



Canterbury Technical Institute

CRICOS 02938M / RTO No. 31645 ABN 61 128 149 32

Level 8, 333 Adelaide Street, Brisbane 4000

Phone: 07 3123 4055 Fax: 07 3221 225

Website: www.cti.qld.edu.au

Personal Information Procedures

Overview

1. This policy outlines how the CANTERBURY TECHNICAL INSTITUTE PTY LTD uses and manages personal information provided to or collected by it. In collecting personal information CANTERBURY TECHNICAL INSTITUTE PTY LTD will comply with the privacy requirements of the *higher education support act 2003* and the information privacy principles set out in the *privacy act 1988*.

CANTERBURY TECHNICAL INSTITUTE PTY LTD may, from time to time, review and update this policy to take account of new laws and technology, changes to CANTERBURY TECHNICAL INSTITUTE PTY LTD operations and practices and to make sure it remains appropriate to the changing CANTERBURY TECHNICAL INSTITUTE PTY LTD environment.

Information collection and use

2. CANTERBURY TECHNICAL INSTITUTE PTY LTD will only collect personal information by fair and lawful means which is necessary for the business of the organisation and is committed to ensuring the confidentiality and security of the information provided to it.

The type of information CANTERBURY TECHNICAL INSTITUTE PTY LTD collects and holds includes, but is not limited to, personal information, including sensitive information, about students and guardians (where the student is under 18 years of age) before, during and after the course of a student's enrolment at CANTERBURY TECHNICAL INSTITUTE PTY LTD. CANTERBURY TECHNICAL INSTITUTE PTY LTD will generally collect personal information by way of forms filled out by guardians or students, face-to-face meeting and interviews, and telephone calls. On occasions people other than guardians and students provide personal information. In some circumstances CANTERBURY TECHNICAL INSTITUTE PTY LTD may be provided with personal information about an individual from a third party, for example a report provided by a medical professional or a reference from another RTO.

CANTERBURY TECHNICAL INSTITUTE PTY LTD will use personal information it collects from students for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which students have consented. In relation to personal information of students, CANTERBURY TECHNICAL INSTITUTE PTY LTD's primary purpose of collection is to enable CANTERBURY TECHNICAL INSTITUTE PTY LTD to provide training for the student.

The purposes for which CANTERBURY TECHNICAL INSTITUTE PTY LTD uses personal information of students include:

- Day-to-day administration;
- Looking after students' educational, social and medical well-being;
- Marketing for CANTERBURY TECHNICAL INSTITUTE PTY LTD; and,
- To satisfy CANTERBURY TECHNICAL INSTITUTE PTY LTD legal obligations and allow CANTERBURY TECHNICAL INSTITUTE PTY LTD to discharge its duty of care.

In some cases where CANTERBURY TECHNICAL INSTITUTE PTY LTD requests personal information about a student, if the information requested is not obtained, CANTERBURY TECHNICAL INSTITUTE PTY LTD may not be able to enrol or continue the enrolment of the student.

Information collected from persons other than students

3. In relation to personal information of job applicants, staff members and contractors, CANTERBURY TECHNICAL INSTITUTE PTY LTD's primary purpose of collection is to assess and if successful to engage the applicant, staff member or contractor, as the case may be.

The purposes for which CANTERBURY TECHNICAL INSTITUTE PTY LTD uses personal information of job applicants, staff members and contractors include:



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- Assessing suitability of individual for a position or contract and in administering the

individual's employment contract, as the case may be;

- For insurance purposes;
- Seeking funds and marketing for CANTERBURY TECHNICAL INSTITUTE PTY LTD; and,
- To satisfy CANTERBURY TECHNICAL INSTITUTE PTY LTD legal obligations, for example, in relation to child protection legislation.

CANTERBURY TECHNICAL INSTITUTE PTY LTD also obtains personal information about volunteers who assist CANTERBURY TECHNICAL INSTITUTE PTY LTD in its functions or conduct associated activities, such as (alumni associations), to enable CANTERBURY TECHNICAL INSTITUTE PTY LTD and the volunteers to work together.

CANTERBURY TECHNICAL INSTITUTE PTY LTD treats marketing for the future growth and development of CANTERBURY TECHNICAL INSTITUTE PTY LTD as an important part of ensuring that CANTERBURY TECHNICAL INSTITUTE PTY LTD continues to be a quality learning environment in which both students and staff thrive.

CANTERBURY TECHNICAL INSTITUTE PTY LTD publications, like newsletters and magazines, which include personal information, may be used for marketing purposes.

Disclosing personal information

4. CANTERBURY TECHNICAL INSTITUTE PTY LTD may disclose personal information, including sensitive information, held about an individual to:

- Another RTO;
- Government departments;
- Medical practitioners;
- People providing services to CANTERBURY TECHNICAL INSTITUTE PTY LTD, including specialist visiting lecturers;
- Recipients of CANTERBURY TECHNICAL INSTITUTE PTY LTD publications, like newsletters and magazines; and,
- Anyone an individual authorises CANTERBURY TECHNICAL INSTITUTE PTY LTD to disclose information to.

Personal information about students studying with CANTERBURY TECHNICAL INSTITUTE PTY LTD (including international students) may be shared with the Australian government and designated authorities, including the tuition assurance scheme and the ESOS assurance fund manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach of a student visa condition.

CANTERBURY TECHNICAL INSTITUTE PTY LTD 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) CANTERBURY TECHNICAL INSTITUTE PTY LTD 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, CANTERBURY TECHNICAL INSTITUTE PTY LTD shall include in the record containing that information a note of the disclosure.



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CANTERBURY TECHNICAL INSTITUTE PTY LTD will not send personal information about an individual outside Australia without obtaining the consent of the individual. Any person or organisation 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 supplied to them.

Sensitive information

5. In referring to 'sensitive information', CANTERBURY TECHNICAL INSTITUTE PTY LTD means information relating to a person's:

- Racial or ethnic origin;
- Political opinions;
- Religion;
- Trade union or other professional or trade association membership;
- Sexual preferences;
- Criminal record, that is also personal information; and,
- Health information

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless the individual agrees otherwise, or the use or disclosure of the sensitive information is allowed by law.

Commonwealth assistance

6. Personal information may also be collected to assess an individual's entitlement to commonwealth assistance under the *higher education support act 2003* and to allocate a commonwealth higher education student support number (CHESSN). CANTERBURY TECHNICAL INSTITUTE PTY LTD will disclose this information to the Department of Education, Employment and Work Place Relations (DEEWR), for these purposes. DEEWR will store the information securely in the VET FEE-HELP IT System (VITS)

DEEWR may disclose information to the Australian taxation office. Personal information gathered for these purposes will not otherwise be disclosed without the individual's consent unless required or authorised by law.

Management and security of personal information

7. CANTERBURY TECHNICAL INSTITUTE PTY LTD will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up to date and complete.

CANTERBURY TECHNICAL INSTITUTE PTY LTD staffs are required to respect the confidentiality of students' personal information and the privacy of individuals. CANTERBURY TECHNICAL INSTITUTE PTY LTD has in place steps to protect the personal information CANTERBURY TECHNICAL INSTITUTE PTY LTD holds from misuse, loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and password protected access to computerised records.

CANTERBURY TECHNICAL INSTITUTE PTY LTD will not store personal information any longer than necessary.

Right to check personal information held by CANTERBURY TECHNICAL INSTITUTE PTY LTD

8. An individual has the right to access or obtain a copy of any personal information which CANTERBURY TECHNICAL INSTITUTE PTY LTD holds about them and to advise CANTERBURY TECHNICAL INSTITUTE PTY LTD of any perceived inaccuracy. Requests to access or obtain a copy of personal information must be made in writing to the Principal on a *request for access of confidential*



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records authorisation form. CANTERBURY TECHNICAL INSTITUTE PTY LTD may require individuals to verify their identity and specify what information they require.

There is no charge for a student to access personal information that CANTERBURY TECHNICAL INSTITUTE PTY LTD holds about them; however CANTERBURY TECHNICAL INSTITUTE PTY LTD may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request.

Updating personal information

9. CANTERBURY TECHNICAL INSTITUTE PTY LTD endeavours to ensure that the personal information it holds is accurate, complete and current. If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Enquiries

10. For further information about the way CANTERBURY TECHNICAL INSTITUTE PTY LTD manages the personal information it holds, please contact the Principal.

Publication

11. This *privacy and personal information policy* will be made available to students, prospective students and others by publication on CANTERBURY TECHNICAL INSTITUTE PTY LTD's website (www.canterburyti.com.au). In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, CANTERBURY TECHNICAL INSTITUTE PTY LTD will advise students on enrolment about these procedures and where they are located.