

Privacy Policy

Name of Policy:	Privacy Policy
Applicability:	All Staff and Students
Original Issue date:	May 2010
Current Version approval:	February 2020
Next review:	February 2021
Related policies:	Student Enrolment Policy Letter of Offer Agent engagement policy Student Support Services related policies Staff related policies Critical incident policy Complaints and Appeals policies
RTO:	91781
CRICOS Provider Number:	03256G

1. POLICY STATEMENT

Northwest is committed to ensuring the privacy of all students, staff and contractors and protecting personal information. Northwest is bound by the Privacy Act including the Australian Privacy Principles (APPs).

The CEO is responsible for this policy and ensuring that Northwest personnel implement the requirements in relation to how the college collects and manages personal information.

This policy shall apply to all staff, students, contractors and third parties who collect or have access to any kind of personal information.

2. PURPOSE

Northwest is strongly committed to protecting your privacy when you interact with us and our education and training services. Northwest is committed to managing personal information in an open and transparent way.

To provide these services it is necessary for us to collect, store use your personal information, and or disclose them to a third Party. Northwest will only disclose it only in ways that comply with relevant legislation.

Northwest will collect personal information, and manage and use this information in the course of business operations. Privacy protection principles and legislation underpin all aspects of college dealings with personal information.

Certain words have special meanings when used in this Privacy Policy. These are shown below.

Privacy Policy	Issued: Feb 2020	Review: Feb 2021
Approved by: CEO	Uncontrolled version when printed	Page 1 of 3

"Personal information" means information or an opinion about an individual who is identified, or who can reasonably be identified, from the information. This information that includes information about an individual, their name and address, and similar information that CI may use to verify the identity of an individual.

3. PROCESS

3.1 Collection

Northwest collects all personal information directly from the individual in relation to training, administration of students, the administration of staff and the conduct of associated business activities. Name and contact information is collected from all inquiries regarding potential enrolment.

3.2 Security

We take all reasonable steps to ensure that your personal information held on our databases or otherwise, is protected from:

- misuse, interference and loss, and
- unauthorised access, disclosure or modification.

Password access will be required for online personal information and personal files and information will be restricted to relevant staff. Staff will sign a confidentiality agreement to not disclose unless required to as stated.

We ask you to keep your passwords and personal identification numbers safe, in accordance with our guidelines.

When we no longer require your personal information (including when we are no longer required by law to keep records relating to you), we take reasonable steps to ensure that it is destroyed or de-identified.

3.3 Use of Personal Information

3.3.1 When collecting any kind of personal information the college will:

- only collect information for lawful purposes related to its function (such as contact in emergency situations);
- only collect the information that is necessary and by lawful means (e.g. processing students enrollments or engagement of new staff);
- where possible only collect personal information that is provided by the individual to whom the information relates, collecting in a way that is not personally intrusive (by using prescribed forms);
- Where information is provided by someone else, ensure that collection has been authorised by the individual concerned, or by someone who is legally authorised to provide it on their behalf.

3.3.2 Northwest will declare to individuals from whom information is collected (upon their request):

- the purpose for collecting the personal information;
- whether or not the collection is voluntary and any consequences for not providing it;
- how the information is to be held and the intended use;

Privacy Policy	Issued: Feb 2020	Review: Feb 2021
Approved by: CEO	Uncontrolled version when printed	Page 2 of 3

- the name and address of any agency who collected information on Northwest behalf; and
- How individuals can obtain access to their information, check it for accuracy and completeness, and make application to correct it.

3.3.3 Email

When we receive emails, we will retain the content of the email and our response to you where we consider it necessary to do so. Your email address will only be used or disclosed for the purpose for which it was provided. It will not be added to any mailing lists or used for any other purpose without your consent.

3.4 Disclosure

Northwest will manage personal information responsibly by:

- taking reasonable steps to ensure that personal information held is relevant to the purpose for which it was collected, and that the information collected is accurate, up to date and not misleading;
- protecting it from loss or unauthorised access, unauthorised use, unauthorised modification, disclosure, or misuse;
- only disclosing personal information outside the College or its affiliated bodies only where:
 - its disclosure has been consented to by the individual to whom it relates; or
 - its disclosure is required by law
 - it is reasonably believed to be necessary to prevent or lessen a serious threat to life or health of any person.
 - It is required by law to authorities.

3.5 Breaches of Privacy Process

If a person believes that Northwest has breached this policy, they can report it to Northwest staff for investigation of the issue. The college will investigate and if issues are identified take preventative actions for future. Further students not satisfied with a decision of the college they can access the Northwest complaints and appeals processes.

4. REFERENCE

- Guide for Providers of Education & Training Services for Overseas Students
- Education Services for Overseas Student (ESOS) Act
- National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students 2018
- SNR Standards for NVR Registered RTOs 2015

5. REVISION HISTORY

Revision	Date	Description of modifications
1	May 2010	Original
2	May 2012	Revised
3	January 2015	Revised in accordance with the new Australian Privacy Principles under the Privacy Act 1988
4	Feb 2020	Annual review

Privacy Policy	Issued: Feb 2020	Review: Feb 2021
Approved by: CEO	Uncontrolled version when printed	Page 3 of 3