



- 1.1 Career Solutions Group Pty LTD – The Trustee for Career Solutions Trust T/A **Collins International College (CIC)** implements the Privacy and Personal Information Policy and Procedures to support and comply with Privacy legislative requirements including:
- Commonwealth Privacy Act 1988 and 13 Australian Privacy Principles (APPs),
 - Victorian Information Privacy Act 2000.
 - Freedom of Information Act 1982
- 1.2 CIC ensures that it complies with all legislative and regulatory requirements relevant to its scope of registration.
- 1.3 CIC ensures that its staff and clients are informed of their legislative and regulatory rights and obligations.
- 1.4 The **Admin Manager** is responsible for the implementation and monitoring this policy and related procedures.
- 1.5 In the course of its business, Collins International College may collect information from Students or potential Students, either electronically or in hard copy format, including information that personally identifies individual users. We may also record various communications that Students or potential Students have with us.
- 1.6 In collecting personal information Collins International College will comply with the Australian Privacy Principles set out in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.
- Reference: <http://www.oaic.gov.au/privacy/privacy-act/australian-privacy-principles>
- 1.7 CIC designates the **CEO** to be responsible in the implementation of this policy and procedures.
- 1.8 Collection and use of personal information
- a. Collins International College will only collect personal information by fair and lawful means which is necessary for the functions of the RTO and is committed to ensuring the confidentiality and security of the information provided to us.
 - b. The personal information supplied by students and all stakeholders (where relevant) to Collins International College will only be used to provide information about study opportunities, program administration, and academic information and to maintain proper academic records. If an individual chooses not to give Collins International College certain information, then we may be unable to enrol the individual in a program or supply them with appropriate information.



1.9 Disclosure of personal information

Personal information about Students (including international students) studying with Collins International College may be shared with the Australian and State and Territory Governments and designated authorities, including the Tuition protection service, ref: <https://tps.gov.au/StaticContent/Get/ProviderRights>.

This information includes personal and contact details, program enrolment details and changes, and the circumstance of any suspected breach of a student visa condition.

1.10 Any person or organization 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.

1.11 Collins International College 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; the individual needs to sign a release form
- b) The individual concerned has given written consent to the disclosure;
- c) Collins International College 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.

1.12 Security of personal information

Collins International College 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.

Collins International College will store securely all records containing personal information and take all reasonable security measures to protect, personal information collected by us from unauthorised access, misuse or disclosure.

1.13 Right to access and correct records

Students have the right to access or obtain a copy of the personal information that the Collins International College holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for an individual to access personal information that Collins International College holds about them; however, we may charge a fee to make a copy. Students and all stakeholders (where relevant) 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.

If a student 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.

Written requests for access to or to obtain a copy of personal information held by Collins International College should be sent to:

CEO

Career Solutions Group Pty Ltd – The Trustee for Career Solutions Trust T/A **Collins International College (CIC)**

Leviathan Building

Level 4-5, 283-297 Bourke Street, Melbourne VIC 3000, Australia
Work: +61 411 356 306

How to complain about a breach in Privacy

If at any time a student feels their personal information has not been handled in an appropriate manner, they may follow CIC's Complaints and Appeals process. Please refer to Complaints & Appeals Policy & Procedure for more information.

Relevant Documents

- Complaints and Appeals policy and procedure