



IONA COLLEGE
TRINITY

TEQSA Provider ID PRV14376 • CRICOS Provider Code 04294D

Personal Information and Privacy Policy and Procedure

Approved by the Board of Directors on 22 February 2024

1. Purpose	3
2. Scope	3
3. Policy	3
3.1 Compliance with privacy legislation	3
3.2 Kinds of personal information collected and held	3
3.3 How personal information is collected and held	3
3.4 Purposes for collecting, holding, using and disclosing personal information	4
3.5 Accessing and correcting personal information	4
3.6 Complaints about breaches of the Australian Privacy Principles	4
3.7 Disclosure of personal information to overseas recipients	4
3.8 Countries of likely overseas recipients	4
4. Procedure	5
4.1 Request submission	5
4.2 Information required	5
4.3 Identity verification	5
4.4 Processing time	5
4.5 Access to information	5
4.6 Seeking corrections	5
4.7 Response to correction requests	6
4.8 Record-keeping	6
4.9 Contact for inquiries	6
5. Responsibilities	6

5.1	Privacy Officer	6
5.2	Staff and contractors	6
6.	Definitions.....	6
7.	Version history	6
8.	Additional Information	7

1. Purpose

The purpose of this Policy is to outline the commitment of Iona Trinity College of Higher Education (**the College**) in protecting the privacy of personal information in accordance with the Australian Privacy Principles (APPs) under the *Privacy Act 1988*, the *Higher Education Standards Framework (Threshold Standards) 2021*, the *Higher Education Support Act 2003*, and other relevant legislation. This policy establishes the framework for the collection, use, disclosure, and management of personal information.

2. Scope

This Policy applies to:

- All staff, students, contractors, and third parties who may have access to personal information held by the College

The Policy covers information collected from:

- Students, staff, alumni, donors, and any other individuals associated with the College.

3. Policy

3.1 Compliance with privacy legislation

The College is committed to complying with the *Privacy Act 1988* and the Australian Privacy Principles (APPs). The College acknowledges its obligations under the *Higher Education Standards Framework (Threshold Standards) 2021*, the *Higher Education Support Act 2003* and other relevant legislation pertaining to the privacy of personal information.

3.2 Kinds of personal information collected and held

The College collects and holds various types of personal information, including but not limited to:

- Personal identification details (e.g., name, date of birth, gender)
- Contact information (e.g., address, phone number, email)
- Educational background and qualifications
- Financial information (e.g., payment details, financial aid status)
- Enrolment and academic records
- Health information (if necessary for support services)
- Any other information relevant to the individual's engagement with the College.

3.3 How personal information is collected and held

Personal information is collected through:

- Direct interactions, such as application forms, enrolment processes and feedback surveys.

- Digital platforms, including the College's website, learning management systems and student portals.
- Third-party sources, such as educational partners and government agencies, in compliance with relevant privacy laws.

In accordance with the *Records Management Policy and Procedure*, personal information is held securely in physical and electronic formats, with access restricted to authorised personnel only. The College employs appropriate security measures to protect personal information from unauthorised access, loss or misuse.

3.4 Purposes for collecting, holding, using and disclosing personal information

The College collects, holds, uses and discloses personal information for the following purposes:

- To manage student enrolment and academic progress.
- To provide educational services and support to students.
- To communicate with students and stakeholders regarding relevant information.
- To fulfill legal obligations under the *Higher Education Support Act 2003* and the *Privacy Act 1988*.
- To conduct research and improve educational offerings (with de-identified data where possible).
- To assess applications for scholarships, financial aid or other support services.

3.5 Accessing and correcting personal information

Individuals have the right to access personal information held about them by the College and request corrections if an individual believes that their personal information is inaccurate, out-of-date, incomplete, or misleading.

The procedure for requesting access and corrections to personal information are outlined in section 4 of this Policy.

3.6 Complaints about breaches of the Australian Privacy Principles

Individuals who believe there has been a breach of the APPs may lodge a complaint with the College in accordance with the *Student Grievance Policy and Procedure*.

3.7 Disclosure of personal information to overseas recipients

The College may disclose personal information to overseas recipients in specific circumstances, including partnerships with international educational institutions or service providers. Such disclosures will comply with the *Privacy Act 1988* and the APPs.

3.8 Countries of likely overseas recipients

If personal information is likely to be disclosed to overseas recipients, it may be located in countries such as:

- Republic of Korea (South)
- Any other country specified in the institution's relevant agreements.

The College will take steps to ensure that any overseas recipients are bound by privacy obligations that are comparable to the APPs.

4. Procedure

This section outlines the steps individuals must follow to apply for and receive a copy of their personal information held by the College, as well as the process for requesting corrections to that information.

4.1 Request submission

Individuals wishing to access their personal information held by the College must submit a written request. Requests for access can be made by contacting the Student Support Manager at the College or via email at *info@iona.edu.au*.

4.2 Information required

The written request must include the following information to assist with the identification of the individual and the specific records requested:

- Full name
- Student ID number (if applicable)
- Contact information (phone number and/or email)
- A clear description of the information requested or the specific records to be accessed.

4.3 Identity verification

To protect personal information, the College may take steps to verify the identity of the requester before processing the access request. This may include requesting additional identifying information.

4.4 Processing time

Upon receiving the request, the College will acknowledge receipt within ten (10) working days. The request will be processed within ten (10) working days, barring any exceptional circumstances.

4.5 Access to information

Once the request is processed, the individual will be provided with a copy of the personal information held by the College, unless an exemption applies under the *Privacy Act 1988* or the APPs. If access is denied, the individual will be provided with a written explanation detailing the reasons for the refusal.

4.6 Seeking corrections

If an individual believes that their personal information is inaccurate, out-of-date, incomplete or misleading, they may request a correction by submitting a written request that includes:

- Full name
- Student ID number (if applicable)

- Contact information (phone number and/or email)
- Details of the information to be corrected and the reason for the correction.

Requests for corrections can be made by contacting the Student Support Manager at the College or via email at *info@iona.edu.au*.

4.7 Response to correction requests

The College will respond to correction requests within ten (10) working days and will take reasonable steps to correct the information if necessary.

4.8 Record-keeping

The College will maintain a record of all access and correction requests in accordance with the *Records Management Policy and Procedure*.

4.9 Contact for inquiries

For further inquiries about accessing or correcting personal information, students may contact the Student Support Manager at the College or via email at *info@iona.edu.au*.

5. Responsibilities

5.1 Privacy Officer

The Principal may delegate to and designate a Privacy Officer responsible for overseeing compliance with privacy legislation and regulations.

5.2 Staff and contractors

All staff and contractors are responsible for understanding and adhering to this policy and related procedures in the course of their duties.

6. Definitions

For the purposes of this Policy:

Personal information	Information or opinion about an identified individual or an individual who is reasonably identifiable, whether the information is true or not.
Privacy Officer	A designated individual responsible for overseeing compliance with privacy legislation and regulations.

7. Version history

Version #	Changes	Approval Body	Approval Date
1.0	Original version	Board of Directors	22/02/24

1.1	Adjusted policy to align with the Australian Privacy Principles under the Privacy Act 1988	Board of Directors	04/10/24
-----	--	--------------------	----------

8. Additional Information

Policy Status	Approved
Policy Owner	Principal
Next Review Date	3 years from Approval Date
Associated Internal Documents	Records Management Policy and Procedure
Higher Education Standards Framework (Threshold Standards) 2021	Standard 7.3
National Code of Practice for Providers of Education and Training to Overseas Students 2018	Standards 6, 7, 9 and 10
Other Applicable Legislation and Instruments	Education Services for Overseas Students Act 2000 Higher Education Support Act 2003 Privacy Act 1988 Tertiary Education Quality and Standards Agency Act 2011

Warning - Document uncontrolled when printed! The current version of this document is maintained on the Iona Trinity College of Higher Education's website at itc.edu.au