



Privacy and Personal Information Policy

Purpose

This policy ensures that QIBA meets its legal and ethical requirements in regard to the collection, storage and disclosure of personal information it holds in regard to its student population, staff, other clients and interactions with external organisations.

QIBA collects and stores personal information on our students and industry clients. QIBA complies with the Privacy Act 1988 (Commonwealth). This policy describes how QIBA collects, manages, uses, discloses, protects, and disposes of personal information in accordance with the thirteen Australian Privacy Principles (APPs) outlined in Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Definitions

Under the Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012 (s6(1)), personal and sensitive information is defined as follows:

- **Personal information:** “information or an opinion about an identified individual, or an individual who is reasonably identifiable: (a) whether the information or opinion is true or not; and (b) whether the information or opinion is recorded in a material form or not.”
- **Sensitive information:** “(a) information or an opinion about an individual’s: (i) racial or ethnic origin, or (ii) political opinions, or (iii) membership of a political association, or (iv) religious beliefs or affiliations, or (v) philosophical beliefs, or (vi) membership of a professional or trade association, or (vii) membership of a trade union, or (viii) sexual preferences or practices, or (ix) criminal record, that is also personal information; or (b) health information about an individual; or (c) genetic information about an individual that is not otherwise health information; or (d) biometric information that is to be used for the purposes of automated biometric verification or biometric identification; or (e) biometric templates”.

Policy

- 1.1 In collecting personal information QIBA will comply with the requirements set out in the Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2012.
- 1.2 QIBA is committed to ensuring the confidentiality, integrity and security of all information.
- 1.3 QIBA must make available to any Government approved agency all personal records as well as records of education process and operations within QIBA as a registered training organisation. Students sign a statement in the student agreement that they waive their right to privacy in these aspects.
- 1.4 Student records remain confidential to non Government parties.

Collection of information

- 2.1 In the course of its business, QIBA will collect information from students, potential students, and other clients either electronically or in hard copy format; including information that personally identifies individual people.



- 2.2 QIBA will record various communications between the organisation and students, prospective students, other clients and associated organisations.
- 2.3 QIBA will only collect personal information by fair and lawful means that is necessary for the functions of QIBA.

Use of information

- 3.1 The information supplied by individuals will only be used to provide information about study opportunities, to enable efficient administration, and to maintain proper student and client records. If an individual chooses not to provide certain information then we may be unable to provide some services or provide appropriate information.

Disclosure of personal information

- 4.1 Personal information about students studying with QIBA may be shared with the Australian Government and ASQA. This information includes personal and contact details, course enrolment details and changes.
- 4.2 QIBA 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 organization;
 - b) the individual concerned has given written consent.
 - c) QIBA 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;
 - 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.
- 4.3 Any person or organisation to which personal information is disclosed as described in this policy is not permitted to use or disclose the information for a purpose other than the purpose for which the information was supplied to them.
- 4.4 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, QIBA shall include in the record containing that information, a note of the disclosure.

Security of personal information

- 5.1 QIBA will take all reasonable steps to ensure that any personal information collected is:
 - a) relevant to the purpose for which it was collected,
 - b) up to date,
 - c) complete, and
 - d) accurately recorded.
- 5.2 QIBA will store securely all records containing personal information and take all reasonable security measures to protect personal information collected from unauthorised access, misuse or disclosure.



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QIBA Pty Ltd

ABN: 35 071 667 108

RTO Code: 5304

CRICOS Provider Code: 01515J

Right to access records

- 6.1 Individuals have the right to access or obtain a copy of the personal information that QIBA holds about them. Requests to access or obtain a copy of personal information must be made in writing and sent to:

QIBA Brisbane CBD

Level 2, 108 Margaret Street

Brisbane QLD 4000

principal@qiba.edu.au

QIBA Sydney CBD

Level 7, 114-120 Castlereagh Street

Sydney NSW 2000

info@qiba.edu.au

- 6.2 There is no charge for a student to access personal information that QIBA holds about them. Individuals will be advised of how they may access or obtain a copy of their personal information and the applicable fees within ten (10) working days of receiving their written request.

Amendment to records

If an individual considers the personal information that QIBA holds about them 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