



Policy and Procedures –

Privacy and Personal Information

APPROVED

THE INSTITUTE OF INTERNATIONAL STUDIES



1. Overview

In the course of its business, The Institute of International Studies (“TIIS”) may collect information from students or persons seeking to enrol with TIIS, either electronically or in hard copy format, including information that personally identifies individual users. TIIS may also record various communications between individuals and TIIS.

In collecting personal information TIIS will comply with the requirements of the Australian Privacy Principles (“APPs”) set out in the *Privacy Act 1988 (Cth)* as amended by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

2. Collection and Use of Personal Information

TIIS will only collect personal information from individuals by fair and lawful means which is necessary for the functions of TIIS. TIIS will only collect sensitive information with the consent of the individual and if that information is reasonably necessary for the functions of TIIS.

The information requested from individuals by TIIS will only be used to provide details of study opportunities, to enable efficient course administration, to maintain proper academic records, to assess an individual’s entitlement to FEE-HELP assistance, to allocate a Commonwealth Higher Education Student Support Number (CHESSN), and to report to government agencies as required by law. If an individual chooses not to give TIIS certain information, then TIIS may be unable to enrol that person in a course or supply them with appropriate information.

3. Disclosure of Personal Information

The information that an individual provides may be disclosed to organisations that run courses in conjunction with TIIS.

Personal information about students studying with TIIS may be shared with the Australian Government and designated authorities such as the Tertiary Education Quality and Standards Agency (TEQSA). Information shared may include personal and contact details, course enrolment details and changes, and in the case of international students the circumstance of any suspected breach of a student visa condition.

TIIS 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. TIIS 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 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 public revenue, TIIS shall include in the record containing that information a note of the disclosure.

TIIS will only disclose information to an overseas recipient if that disclosure relates to an individual's course containing an overseas component. TIIS will take all reasonable steps to ensure that any overseas recipient complies with the APPs. Overseas agents may collect information on behalf of TIIS where an individual from a foreign country seeks to study in Australia.

Any person or organisation that collects information on behalf of TIIS or to whom personal information is disclosed as described in this *Policy and Procedures* will be required to not use or disclose the information for a purpose other than the purpose for which the information was collected.

4. Security and Integrity of Personal Information

TIIS is committed to ensuring the confidentiality, security and integrity of the personal information it collects, uses and discloses.

TIIS will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is accurate, up-to-date and complete.

TIIS will store securely all records containing personal information and take all reasonable security measures to protect personal information it holds from misuse, interference, loss, unauthorised access, modification or disclosure.

Where TIIS has no further use for personal information for any purpose disclosed by TIIS, or is no longer required to maintain that personal information, all reasonable steps will be taken to destroy or de-identify the information.

5. Right to Access and Correct Records

Individuals have the right to access or obtain a copy of the personal information that TIIS 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 TIIS holds about them; however, TIIS may charge a fee to make a copy. Individuals will be advised as to how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request. Where it is reasonable to do so, access to the information will be provided in the manner requested by the individual.

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 as soon as practical. Where an individual 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. There is no charge for making a request to correct personal information.

Written requests for access to, to obtain a copy of, or correct personal information held by TIIS should be sent to: registrar@tiis.edu.au

6. Complaints about an Alleged Breach of the APPs

Where an individual believes that TIIS has breached an APP in relation to that individual, they may lodge a complaint under TIIS's *Policy and Procedures – Student Grievance Handling*.

7. Publication

This *Policy and Procedures* will be made available to students and persons seeking to enrol with TIIS by publication on TIIS's website. Alternatively, a copy of this *Policy and Procedures* may be requested by contacting the Registrar using the contact details provided above.

In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined above, TIIS will advise students on enrolment about this *Policy and Procedures* and its location.

8. Version History

Version	Approved by	Approval date	Details
1.0	Executive Management Committee	13 April 2016	
1.1	Executive Management Committee	7 July 2020	Minor changes
1.2	Executive Management Committee	14 October 2020	Minor changes

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