



Booroongen Djugun College

RTO ID: 6673

ABN 79 638 718 552 ACN: 162 957 315

Protection of Personal Information Procedure

Personal information is defined in section 6 of the Privacy Act 1988 (Cth) (Privacy Act) and means information that identifies or could reasonably identify an individual. There are some obvious examples of personal information, such as a person's name and address.

Personal information can also include medical records, bank account details, photos, videos, and even information about what an individual likes, their opinions and where they work.

All Booroongen Djugun College staff are responsible to adhere to the Privacy Act 1988 and the Australian Privacy Principles by following the procedures below:

1. Only collect information we need

- Staff are to only collect information that is necessary for Booroongen Djugun College to provide the training services needed or is relevant to its activities. The information needed will be specified on the relevant Quality Forms issued by Booroongen Djugun College.
- Staff should not collect information about an individual just because they think it may become useful at a later time. If the information will be needed later, it should be collected at that time.
- When collecting information from clients/students ensure you let them know why you need to collect this information, how you plan to use it and who you may disclose this information to. Also, that they have the right to access their own information at any time.
- If you are provided with unsolicited information – information you have not requested - and you evaluate that this information is not needed by Booroongen Djugun College, then you must ensure that you discard this information in a secure manner, eg. dispose of files in secure bins, delete

electronic records so that they cannot be retrieved, shred or pulp paper records.

- If you are unsure of whether the unsolicited information is necessary to be kept, please consult with the Director of Training and Services before recording any of the details.

2. Keeping personal information secure

It is important that all staff keep personal information of individuals safe and secure from unauthorised access, modification or disclosure and also against misuse and loss.

- 'Active' student files are to be kept in secure filing cabinets. Staff have access to information on a 'need to know' basis. The filing cabinets (compactus) are in a secure/lockable room with access to authorised staff only.
- Archived student files are on the Server, as well as an external hard-drive as back-up, and all information is locked in a secure place. Staff must sign out the external hard-drive, and sign it back in after its use.
- If a student wishes to view their course file (paper or electronic), it must be under the constant supervision of the Training and Placement Coordinator and can only occur with the prior approval of Executive Management. No documents of the file can be copied and/or provided to a student. A file note of what information was viewed and if any further actions are required.

3. Updating Personal Information

Any amendments or changes to personal information must be requested by the student or their authorised representative in writing. The written request must be submitted to Executive Management for any changes to be made. In some cases evidence indicating the change may be required. Booroongen Djugun College are not authorised to change personal details that have been recorded in the Student Management System when the information is received verbally / over the phone.

4. Using Personal Information

Student personal information should only be used for the purpose it is collected and for Booroongen Djugun College activities.

Personal information must not be shared with external / third parties at any time.

5. Think Before Disclosing Personal Information

Students have the right to access their personal information at any time. However, in order to protect students' personal information, Booroongen Djugun College staff will need to ascertain the identity of the person seeking the information at all times and prior to disclosing any details. This is especially important when speaking to someone over the phone. Also refer to Point 2 regarding student course files.