



# Nature Care College

## PRIVACY POLICY & PROCEDURES

Recitals: Nature Care College: "College"/"We"

The privacy of your personal information is a vital part of our relationship with you as a student. Nature Care College is subject to the Privacy Act (1988) and we are committed to maintaining the secure custody of your personal information and strictly adhere to the National Privacy Principles.

In mid-March, 2014, the Office of the Australian Information Commissioner communicated and endorsed Privacy Act Reforms to the Privacy Act (1988) that which is included in this policy and procedure.

We hope that the following 'user-friendly' information answers any questions you may have regarding the privacy of your personal information.

If you have any questions, please contact the Student & Learning Services office on 02-8423-8333 during office hours.

Office hours are located on the college website

### 1. Why do we collect personal information?

As a part of our function as an educational institution Nature Care College holds personal information regarding our students. All information collected is necessary for the conduct of our business as an educational institution. The information collected is used for a variety of purposes including:

- student admission
- enrolment and progression
- provision of student and learning services
- archival purposes
- marketing purposes
- mandatory reporting to external agencies that include the Department of Education (DET), Australian Skills & Quality Authority, (ASQA) and the Department of Immigration & Citizenship (DIAC) for International students.

### 2. What type of personal information do we collect while you are a student?

2.1. Name, addresses, date of birth, occupation, gender & contact details

2.2. Additional information required by the Australian Government for all Vet Fee-Help enabled qualifications as per the Vet Fee-Help application form (Birth

Certificate, Passport, etc.). For details of this personal information please refer to the enrolment terms & conditions in the Vet Fee-Help application on the college website.

3. For the purpose of receiving payment of tuition fees or related college services, we collect payment method information used to process direct debits, transfers and credit card information.

Options for payment include cash, credit card, & direct debit

#### **4. How do we ensure that your personal information is kept secure during or after your studies with us?**

4.1. Other than for the purposes of lecturer/trainer communication during an enrolment period directly related to your studies with us, your personal information and contact details will not be solicited or made available to any external parties.

4.2. Solicitation or contact by your trainer is prohibited outside of your trainer's teaching obligations whilst teaching at the College. The College stipulates this in its Deed of Service between its trainers and the College.

#### **What type of information do we collect from non-students?**

If you have directly provided us with your personal information and course-related interests, your personal information noted in Point 2.1. is collected for contact and marketing purposes.

#### **How do I 'opt-out' or unsubscribe from our contact/data base?**

Any person whom directly contacted us have the option to unsubscribe electronically in which case the recipients contact details are promptly removed from the database causing for no further communications to the recipient

#### **Do we collect any *sensitive information*?**

No, only personal information is collected

#### **HOW TO ACCESS YOUR PERSONAL INFORMATION:**

As an enrolled registered student, you may access & change your name, address, contact number, gender on the Student Portal\* on the Nature Care College Website

This is accessed via your email address and unique password that has been created by yourself

You can change your password on-line, but not your email address.

This must be done by contacting S & L Services on 02 8423-8333

Student verification is achieved via an internal unique Student Identification number

You may ask us to provide you with access to the personal information we hold about you. All student information including academic results are held on an in-house database, and access through Student & Learning Services is available during office hours or via the Student Portal\*

## **How do we keep your personal information secure?**

Firewalls and access logging tools that protect against unauthorised access to your data and our network.

Secure work environments and workflow systems that prevent unauthorised access and copying of your personal information.

Secure server and closed network environments.

Virus scanning tools.

## **What about Legal obligations and other privacy exceptions?**

We give access to personal information where we are permitted or obliged to do so by Australian Law. For example, in some cases, we will disclose personal information to react to unlawful activity, serious misconduct or to reduce or prevent a serious threat to life, health or safety.

We are obliged to cooperate with law enforcement bodies in some cases. We may discuss personal information including payments received when we receive an access request that is authorized under Australian law.

### **In summary:**

The College is committed to keeping secure the information you provide to us. We will take all reasonable precautions to protect your personally identifiable information from loss, misuse, unauthorised access, alteration or disclosure. We have a range of physical and technological policies in place to provide a robust security environment. We regularly review these measures to ensure their ongoing adequacy.