

PE27A Privacy Policy and Procedure

Purpose

To ensure personal information is kept in accordance with the relevant legislation.

Scope

This policy applies to all staff, students and clients involved with Primus English.

Legislation

The following legislation is applicable to this policy and procedure:

- Education Services for Overseas Students Act 2000 (ESOS Act 2000) and ESOS Regulations 2001
- Education Services for Overseas Students Legislation Amendment (Tuition Protection Services and Other Measures) Act 2012
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2018), Standard 3.
- Australian Privacy Principles 2014

Responsibilities

The Principal Executive Officer is responsible for ensure all staff and student information is kept securely.

Process

- Primus English takes the privacy of participants very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (2014) and Information Privacy Act 2009.
- Information is only shared with external agencies such as registering authorities to meet compliance requirements as an RTO as well as other organisations when required to meet licencing and/or funding specifications. All information shared is kept in the strictest confidence by both parties and is available on request.
- In some cases, we are required by law or required by the relevant legislative framework to make student information available to others such as the National Centre for Vocational Education and Research, Department of Education and/or other Government entities.
- In all other cases, we will seek the written permission of the student for such disclosure.
- Primus English will keep on file personal information such as your name, residential and postal address, date of birth, contact telephone numbers, email address, occupation, employer, education, qualifications, credit card or bank account details and academic records and results. For some students, we will also keep on file information about special learning requirements and needs.

- This information will be disclosed to us through your completion of the course application form by discussion with any of our administration/enrolment officers or via written communication to the Centre from you.

Disclosure of Personal Information

A student's personal information will be used to:

- Provide the educational service to the student to successfully complete your course
- Obtain feedback the student about the course, service and facilities we have provided.
- Advise the student of upcoming seminars, tutorials and relevant events.
- Administer and manage these services including billing and collecting debts.
- Further develop and improve our business and educational systems.
- Inform the students about new products and services that we may introduce from time to time.

Student Personal Information

Primus English is required to hold student outcomes and personal information for 30 years.

Website

Policy related to the our website is described on the website www.eprimus.com.au, and any information that you choose to submit to us via our sites will be treated in accordance with this Privacy Policy.

Photography and Videos

At Primus English, we may, from time to time, wish to take photos and videos of training activities we are conducting to be used for training and promotional purposes. Furthermore, when these instances arise in an environment external to our own training facilities, we will obtain permission from the premises owner or manager.

Further Information

All students are encouraged to contact the college, if there is any doubt over their personal and private information.