

POLICY S11.2

PRIVACY OF STUDENT INFORMATION AND RECORDS

1.0 INTRODUCTION

1.1 Context

The AIM Business School (ABS) is a nationally accredited institute of higher education offering postgraduate qualifications. ABS and its Third-Party Partners (TPPs) aim to provide courses which are of high standard to facilitate students to achieve graduate qualities that equip them for their chosen careers.

As part of this, ABS and Third-Party Partners (TPPs) collect, generate, use, disclose (with permission where required), protect and dispose of the personal information of students in accordance with legislation.

1.2 Purpose

This policy outlines the principles under which ABS and TPPs collect, manage, use, disclose, protect, and dispose of the personal information of students.

1.3 Scope

This Policy and its Procedure apply to all students of ABS and Third-Party Partners (TPPs).

This policy applies to all academic and non-academic ABS, TPP and volunteers, and members of Boards/Committees, including external members, (collectively referred to as 'staff' in this policy).

1.4 Scope Exceptions

This policy is not intended to apply to information and circumstances other than as provided for in the Privacy Act 1998.

This policy does not apply to staff information and records. Please refer to the Privacy of Staff Information and Records Policy and Procedure.

2.0 RESPONSIBILITIES

1. ABS and TPP staff are responsible to comply with privacy legislation and this Policy.
2. ABS and TPP students are responsible to comply with privacy legislation and this Policy.

3.0 POLICY

3.1 Principles

1. ABS and TPPs are committed to ensuring confidentiality and privacy in regard to the personal information of students, with the principle of minimum disclosure applied to all academic and administrative practices where a student's personal information is accessed.
2. ABS and TPPs are committed to ensuring systems and records are maintained securely and demonstrate compliance with the Higher Education Standards Framework.
3. ABS and TPPs uphold the right of students to know how their personal information is managed, used, stored and disposed of, and the circumstances in which personal information may be disclosed by ABS, the Australian Government, or state or territory agencies in accordance with the Privacy Act 1988 (Cth).
4. ABS and TPPs collect personal information on students to conduct their business and comply with legislation in so doing. This includes, but is not limited to, personal information about:
 - a. students - including name, contact details, social media addresses, images, video and audio recordings, tax file numbers and other government related identifiers, financial information, health insurance information, grades and awards, prior studies, and information resulting from ABS or TPP processes involving a student (e.g., investigation for academic misconduct, academic appeals, breaches of student visa conditions relating to attendance or unsatisfactory performance);
 - b. individuals - related to, or associated with, students (e.g., emergency contacts, medical practitioners), including name and contact details;
 - c. alumni - contact details of past students if they wish to be on an alumni register; and
 - d. prospective students - including name, contact details, and grades and awards, prior studies and information resulting from selection and admission processes (e.g., recognition of prior learning).
5. Personal information of students is used in a number of processes for ABS and TPP business operations, including:
 - a. admission and enrolment;
 - b. academic progress of students;
 - c. course and unit administration;
 - d. student finance administration;
 - e. provision of student services and student wellbeing;
 - f. mandatory reporting and disclosure to government departments - see 3.1.8; and
 - g. discretionary reporting and disclosure to other external bodies - see 3.1.9.

6. ABS may also use personal information for purposes such as marketing with consent, satisfaction surveys, and complaint and incident reporting. Use of images, audio and video recordings of students are only used with consent of each student in the image and such consent is retained on file.
7. The confidentiality clauses in this Policy and the Privacy of Student Information Procedure may be over-riden by legal or legislated obligations of disclosure - see 3.1.9 and 3.1.10.
8. ABS and TPPs are required by legislation to provide students' personal information to government departments (Tertiary Education Quality Standards Agency, Department of Education Skills and Employment, Department of Home Affairs and TPS) which may include but is not limited to the following:
 - a. regular administrative reporting to the Australian government department that manages higher education student support funding and programs;
 - b. verification of eligibility of a student for Centrelink support; and
 - c. Australian Taxation Office - information about the liabilities of students who have elected to defer payment for a range of Commonwealth loans through the taxation system.
9. ABS and TPPs release personal information about students in some other circumstances, and this includes to:
 - a. the police, if there is a court order in place, or the student is considered to be at risk, or the student is causing risk to others at ABS or TPP's and cannot be managed except by the police;
 - b. the courts, in a civil action;
 - c. other higher education providers or tertiary admissions centres for assessment of eligibility for admission, verification of qualifications and/or recognition of prior learning;
 - d. external clinics and Third-Party Partners;
 - e. ABS approved education agents and
 - f. external student appeal agencies/ ombudsman.
10. ABS and TPPs do not release student personal information to external people, bodies or agencies including parents, spouses or other relatives or friends of the student, or to staff who have no need of the information, unless:
 - a. the student has given written permission to do so; or
 - b. ABS is required by law to do so; or
 - c. there is an immediate threat to life of the individual student or others.
11. ABS and TPPs do not collect sensitive information - see Definitions - unless required to by law or the student has given their consent.
12. ABS and TPPs protect student records from misuse, loss, disclosure and unauthorised access and confidentially disposes of student records as required by law.

13. Students may view and edit their personal records through as outlined in the Privacy of Student Information and Records Procedure.
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15. Where a student is unwilling or chooses not to give ABS certain information, that student may not be able to be enrolled at ABS, or ABS may not be able to supply them with appropriate information.
16. ABS respects an individual's right not to receive marketing material and provides an option within communications and on its website for individuals to unsubscribe from receiving marketing material. ABS conducts its marketing communications and dissemination of service information in accordance with Australian Privacy Principle 7 (Direct marketing), the Spam Act 2003 (in respect of electronic communications), and the Do Not Call Register Act 2006. It is not, however, ABS's practice to 'cold call' for the purpose of marketing its products and services.
17. Student complaints and grievances related to this Policy are managed in accordance with the Student Grievances and Complaints Policy.
18. Where ABS's response to a complaint is believed unsatisfactory, or it is believed that ABS has breached the Australian Privacy Principles or Privacy Act 1988, consumers may complain to the Office of the Australian Information Commissioner by visiting www.oiac.gov.au

4.0 DEFINITIONS

- **Australian Privacy Principles** - govern standards, rights and obligations around:
 - the [collection](#), [use and disclosure](#) of [personal information](#)
 - an organisation or agency's governance and accountability
 - integrity and [correction](#) of personal information
 - the rights of individuals to [access](#) their personal information
- **Personal information:** information or an opinion, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion (as defined in the Privacy Act 1988 (Cth) and the Higher Education Support Act 2003). For the purpose of this policy, 'personal information' means student personal information and includes, but is not limited to, assignments, examinations, and individual student results, including results collated in a list with identification by student ID number.
- **Record** - includes a document (hard copy or electronic); email or other form of electronic communication; any form of database; a photograph, footage or

other pictorial representation of a person. It does not include a generally available publication, for example, an award conferral; anything kept in a library, art gallery or museum for the purposes of reference, study or exhibition; or letters or other articles in transit by post.

- **Sensitive information:** information about an individual's racial or ethnic origin, political opinion(s), membership of a political association, religious beliefs or affiliations, physical or mental health status, disability, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, or criminal record.
- **Student** - in the privacy context means current and past domestic and international ABS students.

5.0 REFERENCES AND ASSOCIATED INFORMATION

- Australian Privacy Principles (2014)
- Critical Incidents Policy
- [General Data Protection Regulations \(EU\)](#)
- Health, Safety and First Aid in the Workplace Policy
- Higher Education Standards Framework, Standard 7.3.3 Information Management
- Higher Education Support Act (2003)
- Privacy Act (1998)
- Privacy Amendment (Enhancing Privacy Protection) Act 2012 (s6(1))
- Privacy of Staff Information and Records Policy and Procedure
- Privacy of Student Information and Records Procedure
- Staff Code of Conduct
- Student Code of Conduct

6.0 POLICY OWNERSHIP

Policy Owner	Executive Director
Status	Reviewed January 2023
Approval Authority	ABS Corporate Board
Date of Approval	26/04/2023
Effective Date	9/05/2023
Implementation Owner	Executive Director
Maintenance Owner	Head of Compliance
Review Due	January 2026
Content Enquiries	Aliki Voukelatos - Head of Compliance Email: avoukelatos@scentia.com.au

7.0 AMENDMENTS

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
S11.0	21 October 2021	ABS Corporate Board	<p>New Policy.</p> <p>Policy and procedure separated.</p> <p>Title changed and policy refers only to privacy of student information and records. [A Scentia corporate policy refers to privacy of staff].</p> <p>Clauses about which student information is gathered, what it is used for, and who it is disclosed to includes more detail.</p> <p>Definitions and References increased.</p>
S11.1	10 March 2023	Head of Compliance	Minor administrative change: staffing title update.
S 11.2	17 April 2023	Head of Compliance	<p>Added references to relevant legislation</p> <p>Added reference to complaints relating to privacy</p>