

## PRIVACY POLICY

### PURPOSE

Whitehouse Institute has always considered the Privacy of its students, staff and clients to be particularly important.

Consequently, we have in place a privacy policy, which ensures that we meet our obligations under the amendments made to the *Commonwealth Privacy Act 1988* on 21 December 2001, which apply to the private sector, including private providers of Education and Training such as Whitehouse Institute.

The Whitehouse Institute's privacy policy illustrates the way in which the Whitehouse handles and protects the personal information of students, staff and clients in accordance with the *National Privacy Principles*. These principles cover the collection, storage, use and disclosure of personal information. They also give people the right to seek access to their personal information that organisations possess.

Other Commonwealth and State legislation which Whitehouse must comply with also determine to some extent what information we collect and how it is handled. Information collected about overseas students must for example comply with the *Commonwealth Education Services for Overseas Students (ESOS) Act 2000*.

The Privacy Act recognises that some types of personal information are more sensitive than others. *Sensitive information* is personal information about a person's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, criminal record. *Health information* is also defined in a particular way in the Act. It includes information about a person's health or disability at any time, the health services they have received in the past or wish to receive in the future, all personal information collected in providing a health service, and other personal information collected in connection with the donation of body parts, organs or substances.

For further questions about our privacy policy, or if anyone wants to see, correct, or find out about the personal information we hold about a person, please contact our Student Administration Manager. To gain access to your personal information held by the Institute, you will need to complete the *Disclosure of Personal Information* application available from the Student Zone on the web site or the Student Administration Manager.

For details about the Commonwealth Privacy Act, please contact the federal Privacy Commissioner on 1300 363 992 or visit the appropriate website <http://www.privacy.gov.au>.

## POLICY

### Personal Information

Personal information held by Whitehouse Institute in student files etc may include names, date of birth, current and previous addresses, contact numbers, e-mail address, fee payment details, nationality, passport /visa number and academic record.

If you choose not to provide personal information, we may not be able to provide you with the educational services you require, or the level of service on which we pride ourselves at Whitehouse Institute.

## **Use of Personal Information**

Whitehouse Institute will only use the personal information you have provided for the purpose for which it was provided, it will not be used for any other purpose without your consent.

In general, your personal information may be used in order to:

- Provide the educational and training services required
- Administer and manage those services, including the provision of up-to-date news on new courses, events and invoicing procedures
- Inform you of ways in which the educational and training courses could be improved
- Conduct appropriate checks for credit-worthiness
- Research and develop our courses to reflect best practice industry standards

## **Storage of Personal Information**

Whitehouse Institute stores this individual information both on company computers and in hard copy files. Whitehouse has secure systems in place to protect all the information we handle from misuse and unauthorised disclosure or modification, and we do not retain data for which we have no further use, except where required by law to archive student academic records for at least thirty years. Requests for access must be in writing, and a fee to cover administration costs may be charged.

## **Disclosure of Personal Information**

On occasion, and as required by law, Whitehouse Institute may be required to disclose the personal information of students, staff and clients to outside organisations, providing such organisations are aware of our published Privacy Policy and agree to comply.

Organisations which we disclose information to include:

- Our professional advisers including accounting auditors and lawyers
- Government and regulatory authorities such as DIAC (Department of Immigration and Citizenship); DEEWR (Department of Employment Education and Workplace Relations); VETAB (Vocational Education and Training Accreditation Board); ATO (Australian Taxation Office).

Whitehouse Institute may also disclose Personal Information to comply with subpoenas, court orders and other legal processes.

## **Accuracy of Information**

Whitehouse Institute takes all reasonable precautions to ensure that the personal information collected, used and disclosed is accurate, complete and up-to-date. However the accuracy of that information depends to a large extent on the information provided. That's why we advise that the student, staff or client:

- Direct if there are any errors in their personal information

- Keep the Whitehouse up-to-date with changes to personal information such as name and address

### **Access to Personal Information**

You have a right to access your personal information, subject to some exceptions allowed by law. If students, staff or clients would like to do so, they should contact the Student Administration Manager. Students and Staff may be required to put such requests in writing for security reasons.

This policy was approved by the Board of Governors on 10 August 2007 and amended 5 May 2009 and is set out in the Student Handbook, Staff Handbook, Policy & Procedures Manual and published on the Whitehouse Institute website [www.whitedesign.edu.au](http://www.whitedesign.edu.au)