

## Privacy Policy

### 1. Purpose and Legislative Background

Glen Institute collects and stores personal information on our students and industry clients. Glen Institute complies with the Privacy Act 1988 (Commonwealth). This policy describes how Glen Institute collects, manages, uses, discloses, protects, and disposes of personal information in accordance with the thirteen Australian Privacy Principles (APPs) outlined in Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

### 2. Scope

This policy applies to all staff, students and third parties involved who will have access to any personal and confidential information and that, such information needs to be protected.

### 3. Policy

#### Privacy policy for agents third parties:

Glen Institute is required to collect agent's information which may be shared with the Commonwealth or state and territory agencies including the Australian Government as relevant for:

- promoting compliance with the ESOS Act and the National Code.
- assisting with the regulation of Agents.
- promoting compliance with the conditions of a particular student visa or visas, or of student visas generally; or
- facilitating the monitoring and control of immigration.

Agents should also note that information about agents who have agreements with Glen Institute can be accessed by all CRICOS providers through PRISMS. Information that is provided includes:

- the outcome of the enrolments.
- the percentage of completed CoEs by the Agent.
- the number of CoEs created with the Agent's involvement against the total number of CoEs created for the provider.

#### Privacy policy for students and staff:

Glen Institute takes the privacy of students and staff members seriously and complies with all legislative requirements. These include the Privacy Act 1988 and the Australian Privacy Principles (effective from 12th March 2014).

- Glen Institute will retain personal information about student enrolments. This includes students' details, ethnicity and individual needs, educational background.
- Glen Institute will also retain records of the individual student's training activity in accordance with the National Vocational Education and Training Regulator Act 2011.
- Personal Information is retained within Glen Institute's and computer systems. Information is collected via the enrolment form and through completion of administrative related forms and based on training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data is retained on Glen Institute's computer systems and is protected via virus protection software and firewall protection. Glen Institute will ensure that the data that is backed up continuously to the servers are secure.
- Glen Institute is required by the National Vocational Education and Training Regulator Act 2011 to securely retain students' details for 30 years from the date the enrolment was completed. The purpose of this is to enable participation in accredited training to be recorded for future reference and to allow the students to obtain a record of their outcome if required.
- In some cases, Glen Institute will be required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases, Glen Institute will seek the written permission of the student for such disclosure. If students require their records to be accessed by their parents or any third party, students need to authorize this access in writing, otherwise, this access will be denied.
- Students and staff at Glen Institute have the right to access their personal information that is being retained.
- Any concerns about how Glen Institute is managing personal information can be discussed with staff or Senior Management. Students and staff can also make an internal complaint in accordance with Glen Institute Complaints and Appeals handling Policy and associated procedures.
- Under the Privacy Act, 1988 (Privacy Act) students and staff also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of their personal information. More information can be found here:  
<https://www.oaic.gov.au/privacy/privacy-complaints>.

#### 4. Management Action and Responsibility

*The policy must be approved by the CEO before it takes effect.*