

Version	8.2
Short description	A policy on Avondale’s commitment to the privacy of personal information it collects, uses, holds, and discloses.
Relevant to	All past, current, and prospective higher education and VET students and HDR candidates All employees, volunteers, consultants, and contractors
Authority	Executive Committee
Policy owner	Chief Financial & Operations Officer
Responsible office	Business Office
Date approved	3 November 2022
Date effective	4 November 2022
Review due	March 2025
Related Avondale documents	Academic Documents Policy Academic Records Management Policy Complaint Resolution Policy & Procedure Disability Policy Human Research Ethics Committee TOR Photographic Rights Policy Recording of Lectures/Discussions by Students for Academic Purposes Policy VET Privacy Notice
Related legislation	Privacy Act 1988 Privacy Amendment (Private Sector) Act 2000 Higher Education Support Act 2003 Education Services for Overseas Students Act 2000 General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679)
Key words	confidentiality, data, disclosure, employment records, personal information, privacy, student records

1. PURPOSE

1.1 This document sets out Avondale University's (Avondale) policy on its commitment to protecting the privacy of the information it collects about individuals, including students, prospective students, staff, contractors, and visitors.

1.2 The objectives of the policy are to ensure compliance with the:

- Australian Privacy Principles in the Privacy Act 1988
- Privacy Amendment (Private Sector) Act 2000

2. SCOPE

2.1 This policy applies to:

- All past, current, and prospective higher education and VET students and HDR candidates
- All Avondale employees
- All volunteers, consultants, contractors, title holders and agents of Avondale when collecting and/or dealing with personal information on behalf of Avondale

3. REFERENCES

3.1 This policy should be read in conjunction with the:

- Academic Documents Policy
- Academic Records Management Policy
- Complaint Resolution Policy and Procedure
- Disability Policy
- Human Research Ethics Committee TOR
- Photographic Rights Policy
- Recording of Lectures/Discussions by Students for Academic Purposes Policy
- VET Privacy Notice

4. DEFINITIONS

4.1 **Information:** Information in electronic or hard copy form, including written records, photographs, images, video or audio footage, and health information.

4.2 **Personal information:** Any information that identifies an individual, whether recorded in a material form or not and whether true or not. Personal information that is commonly collected by Avondale may include:

- a) name
- b) address (residential, postal and email)
- c) phone number
- d) date of birth

- e) gender
- f) citizenship
- g) ethnic origin
- h) passport and visa details
- i) banking and credit card details
- j) tax file number
- k) emergency contact details
- l) photographs or video recordings, including CCTV footage
- m) student application forms and supporting documentation
- n) student CHESSN and/or USI numbers associated with HELP loans
- o) academic records, transcripts, enrolment data and assessment details
- p) IT access logs
- q) Moodle access logs
- r) metadata from use of online services and facilities
- s) records of donations and transactions
- t) social media account details
- u) information regarding use of Avondale's website, social media platforms/pages, products, and services.

4.3 **Sensitive information:** as defined in the Privacy Act 1988 is information or an opinion about an individual's:

- a) racial or ethnic origin; or
- b) political opinions; or
- c) membership of a political association; or
- d) religious beliefs or affiliations; or
- e) philosophical beliefs; or
- f) membership of a professional or trade association; or
- g) membership of a trade union; or
- h) sexual orientation or practices; or
- i) criminal record
- j) health information about an individual; or
- k) genetic information about an individual that is not otherwise health information; or
- l) biometric information that is to be used for the purpose of automated biometric verification of biometric identification; or
- m) biometric templates.

5. AVONDALE'S RESPONSIBILITIES IN THE COLLECTION OF PERSONAL INFORMATION

- 5.1 When collecting personal information Avondale undertakes to inform the individual why it is required.
- 5.2 Avondale will not collect personal information unless it is reasonably necessary to enable it to:
 - a) provide services to its students and to people enquiring about study at Avondale
 - b) process applications for enrolment
 - c) facilitate the recruitment of staff and the creation of staff contracts
 - d) communicate with students and staff
 - e) maintain appropriate academic and financial records
 - f) perform other internal administrative functions
 - g) maintain contact with Avondale alumni
 - h) provide required data to Commonwealth and State government departments and professional authorities to comply with Avondale's legal requirements.
- 5.3 Avondale collects sensitive information only if the individual has consented to its collection and the information is reasonably necessary to its business or activities, unless required or permitted to do so by Australian law or a court/tribunal order.
- 5.4 Before or at the time of collecting personal information from an individual, or where not practicable as soon as practicable after its collection, Avondale will take reasonable steps to provide a Privacy Statement to the individual.
- 5.5 Different personal information may be collected and held in different forms depending on how an individual interacts with Avondale.
- 5.6 If an individual contacts Avondale for any reason, there may be a record of the person's name, address, email address, phone number, or other contact details kept.

6. HOLDING AND SECURING PERSONAL INFORMATION

- 6.1 Avondale takes reasonable steps to protect personal information from unauthorised access, modification, or disclosure.
- 6.2 Except where required by law to be kept, personal information is destroyed or permanently de-identified when no longer required.
- 6.3 Where personal data is stored digitally, it is located within Australia only, on site and in a secure back-up data base off campus.

7. DISCLOSING PERSONAL INFORMATION

- 7.1 Personal information is collected for Avondale to carry out its obligations under contract with the individual from whom it was collected and may disclose the information, as required, to perform those functions.

- 7.2 Avondale will take reasonable steps to ensure that personal information is not disclosed to a third party except in certain permitted situations, including:
- a) where Avondale has obtained the individual's consent
 - b) it is necessary to provide the information to a third-party who provides services to Avondale
 - c) where disclosure is required or authorised by law or regulatory obligations, such as:
 - to the Australian Tax Office
 - through PRISMS to the Department of Home Affairs
 - to Services Australia
 - disclosing information required by the Higher Education Support Act 2003
 - any other circumstance permitted by the Australian Privacy Principles.
- 7.3 If it is identified an employee has breached the policy regarding the use, security and protection of personal information held by Avondale, they will be reported to the Chief Financial & Operations Officer. Following investigation of the incident and depending on the seriousness of the breach a decision will be made if discipline action is warranted. In serious cases there may be grounds for dismissal.

8. AVONDALE'S USE OF PERSONAL INFORMATION FOR MARKETING PURPOSES

- 8.1 Avondale may use personal information for a range of purposes including:
- a) the provision of information requested about the products or services Avondale offers
 - b) contacting people who have expressed interest in receiving information about Avondale through use of direct marketing and promotional materials, including the provision of information about new products or services, events, and functions.
- 8.2 From time-to-time Avondale may also request participation in surveys or questionnaires to help Avondale improve its levels of service and to maximise the opportunities and products it offers.
- 8.3 Avondale may also send electronic messages with updates about products and services. This will only be done where consent has been given to receive them or it can be inferred from existing business or other relationship with Avondale, and where there is a reasonable expectation of receiving those electronic messages. All electronic messages will identify Avondale.
- 8.4 Where a person no longer wishes to receive marketing information from Avondale, a request to have it stopped can be made by phoning +61 2 4980 2222 (ask for the Advancement Department) or emailing advancement@avondale.edu.au Within any marketing related emails there is an option to directly unsubscribe, by clicking on the 'unsubscribe' link. Avondale will keep a record of such requests to ensure people do not receive that information in the future.

9. AN INDIVIDUAL'S RIGHTS IN RELATION TO PERSONAL INFORMATION

- 9.1 Avondale takes reasonable precautions to ensure that the personal information collected is accurate, complete, and current. It is important that students, staff, and alumni ensure Avondale is kept up to date with changes to their personal information, especially in regard to name and contact details.
- 9.2 An individual has the right to request access to their personal information which Avondale holds and to have it corrected at no charge if there is substantiated evidence of any errors.
- 9.3 Current and previous students can view and update contact details through Student Connect (<https://student.connect.avondale.edu.au/connect/webconnect>). If previous students are unable to log into Student Connect they should contact Student Administration Services (email: studentadmin@avondale.edu.au).
- 9.4 Avondale reserves the right to withhold personal information where its disclosure is restricted by law, is the subject of legal action, or may compromise the privacy of another person.

10. BREACHES AND COMPLAINTS

- 10.1 If Avondale staff or students become aware of an actual or suspected breach in the security of personal data held by the institution, whether it be due to unauthorised access, use, or modification, or other misuse, they must report it to the Head of the Department where the information is held. The Head of the Department must ensure that measures are taken to contain the breach and then report it to the Chief Financial & Operations Officer. If on investigation it is found there has been misconduct by an individual or individuals, whether staff or students, they may be disciplined and if the breach is serious, dismissed from the institution.
- 10.2 If an individual believes that Avondale has not handled their personal information in accordance with the Privacy Policy, they may submit a complaint in writing, using the web form or email, according to the Complaint Resolution Policy and Procedure. The complaint should be lodged within 12 months of the individual becoming aware of the breach and will be processed according to the Complaint Resolution Procedure. The individual who submitted the complaint will be advised of Avondale's decision in writing along with any action taken.

Table of amendments

Version Number	8.2	Replaces Version	8.1, 3 November 2022
Date Published	9 April 2024	Scheduled Review Date	March 2025
Approving Body	Executive Committee	Approval Date	8 April 2024
Policy Owner	Chief Financial & Operations Officer	Date first introduced	1988
Short description of amendment	v8.1 Scope of policy clarified to include all higher education and VET students and HDR candidates, and policy owner changed from Director, Student Administration Services to CFOO. <i>July 2022: updated branding, nomenclature and position titles, as relevant.</i> v8.0 Removed Section 1.2c and Appendix 1 referring to EU GDPR April 2024: v 8.2 Minor change: Updated 10.2 in accordance with Complaint Resolution Policy & Procedure.		