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Privacy Policy and Associated Procedures

1. Purpose

The purpose of this policy is to outline how IOIS collects, uses, stores, and discloses personal information of students, staff, and third parties in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and the requirements of the Standards for RTOs 2025. This ensures that all personal information is managed responsibly, transparently, and securely.

2. Scope

This policy applies to:

- All personal information collected from students, trainers/assessors, staff, education agents, and third parties involved with IOIS.
- All delivery locations (offshore and online).
- All IOIS staff who handle personal data.

3. Policy Statements

3.1 Collection of Personal Information

- IOIS collects personal information directly from individuals through enrolment forms, interviews, assessments, surveys, and communications.
- Information collected may include:
    - Contact details (name, address, phone, email).
    - Demographic details (age, gender, nationality).
    - Academic history and prior learning evidence.
    - Identification documents (as required for enrolment).
    - Information on support needs (e.g., disability, LLN, digital literacy).
    - Emergency contact details.
- IOIS only collects information necessary for enrolment, delivery, and completion of training and assessment services.

3.2 Use of Personal Information

Personal information is used for:

- Processing enrolment applications.
- Delivering and administering training, assessment, and certification.
- Supporting students academically and personally.

- Communicating important updates, notices, and outcomes.
- Maintaining compliance with the Standards for RTOs 2025 and other relevant legal obligations.

3.3 Storage and Security

- Personal information is stored securely in IOIS's **Student Management System (SMS)**, Learning Management System (LMS), and internal databases.
- Access is restricted to authorised staff only.
- IOIS uses security measures (password protection, secure networks, encryption where applicable) to prevent unauthorised access, modification, or disclosure.
- Hard copy records are kept in locked filing cabinets in restricted areas.

3.4 Disclosure of Personal Information

- IOIS will not disclose personal information without consent unless required or authorised by law.
- Personal information may be disclosed to:
  - External auditors (for compliance purposes).
  - Government regulators (e.g., ASQA) if required.
  - External service providers where services are outsourced (e.g., IT support), with confidentiality agreements in place.
- IOIS does not sell or trade personal information.

3.5 Access and Correction

- Students and staff may request access to their personal information held by IOIS.
- Requests must be made in writing to the Administration Office.
- IOIS will provide access within **10 working days** unless there are legal grounds for refusal.
- Individuals may request correction of inaccurate or outdated information.

3.6 Retention and Disposal

- Student records are kept for **30 years** where they relate to certification outcomes, as per Standards for RTOs requirements.
- Other personal information is retained for a minimum of **2 years** post-completion or withdrawal.
- Secure disposal methods (shredding, permanent deletion) are used once records are no longer required.

3.7 Complaints

- Individuals who believe their privacy has been breached may lodge a complaint under the Complaints and Appeals Policy.
- If unresolved internally, individuals may escalate complaints to the Office of the Australian Information Commissioner (OAIC).

4. Procedures

4.1 Collecting Information

1. Collect only necessary information at enrolment or through ongoing contact.
2. Explain why the information is collected and how it will be used.
3. Obtain consent where sensitive information is collected.

4.2 Storing Information

1. Enter data into secure electronic systems immediately.
2. Store physical records in locked, access-controlled areas.
3. Restrict access to authorised personnel only.

4.3 Disclosing Information

1. Confirm authority before releasing information to third parties.
2. Record details of any disclosure (who, what, why, when).
3. Ensure contracts with third parties include **confidentiality clauses**.

4.4 Access and Correction

1. Receive written request for access or correction.
2. Verify identity before releasing information.
3. Provide requested information within **10 working days**.
4. Update records promptly where corrections are required.

4.5 Complaints

1. Handle privacy complaints in line with the **Complaints and Appeals Policy**.
2. If unresolved internally, provide contact details for the OAIC.

5. Responsibilities

- **CEO:** Ensures IOIS complies with the Privacy Act and APPs.
- **Academic Manager:** Oversees data management practices and approves external disclosures.

- **Administration & Student Support Officer:** Collects, stores, updates, and disposes of personal data securely.
- **Trainers/Assessors:** Protect student confidentiality in training/assessment activities.

6. Related Documents

- Student Handbook
- Staff Handbook
- Enrolment Form
- Student Support Policy
- Complaints and Appeals Policy
- Records Management Procedure

Document Version Control

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Reviewed By	Compliance Manager
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