

Privacy Policy

Purpose

The purpose of this policy is to ensure compliance of Ella Baché College of Skin and Beauty Therapy with the Information on Privacy Principles set out in the Privacy Amendment (Enhancing Privacy Protection) Act 2012, the Privacy Regulation 2013, the National Vocational Education and Training Regulator Act 2011 Data Provision Requirements 2012 and with the VET Quality Framework.

The policy is also intended to ensure that everyone dealing with the College is treated professionally and respectfully.

It deals with the collection, use, disclosure, storage, security and access to personal information being held at the Ella Baché College of Skin and Beauty Therapy.

It applies to all teaching and non-teaching staff and to all current students and prospective students who have provided personal information to the College.

Policy

Ella Baché College of Skin and Beauty Therapy is committed to the privacy of students and staff and works diligently to ensure that everyone is treated respectfully and professionally:

- The College will respect the privacy of all individuals with whom it communicates.
- Personal information is collected by the College solely for the purpose of operating as a Registered Training Organisation under the VET Quality Framework and which is administered by the Australian Skills Quality Authority, who is the registering authority.
- The College also collects student information to continually improve the services they offer to all students.
- The requirements of the registering authority may mean the release of students' personal information for the purposes of audit, or for collection of data by Commonwealth and State Government departments and agencies.
- Access to student records may be provided where the Standards for Registered Training Organisations or an officer of the law requires the College to do so. The College staff will comply with all external reporting responsibilities where required to do so.
- The College will ensure that all personal information given to the College by employees and students is held securely and safely.
- Only staff directly involved with student welfare and or student results will have access to personal student details. Trainers and the College administrative staff will provide students with access to their own files and personal information held by the College upon request according to procedures, including access to their participation and progress, and they may request corrections to information that is incorrect or out of date.
- Upon receipt of written consent by a student, the College staff will provide a third party with student's personal details.
- Upon enrolment students are required to sign a declaration and consent to the disclosure of their personal information in accordance with the Privacy ACT 1988 (Cth), the VET Data Policy and all NCVER policies and protocols. www.ncver.edu.au

Collection of Information

The College requests information from students as part of the pre enrolment, enrolment and any re enrolment processes. The College staff will not collect personal information at any time by unlawful or unfair means. The College will always take reasonable measures to ensure that the individual is made aware of why personal information is being collected and what it could be used for.

The College will only collect students' personal information for the following purposes:

- For the essential communication for the student's safety and comfort during their studies
- When it is necessary for the College to make contact with a student's nominated family member in the case of emergency or accident.

Selected student details are also collected and used for:

- Processing enrolments
- Enquiries regarding courses available and sending out course information
- Communicating accurately with students
- Assisting students with courses they may be interested in
- Assisting students with RPL applications
- Student account details

- Assessing an individual student's entitlements for VET Student Loans and other government funded areas. The College will ensure that when personal information is collected it will not intrude to an unreasonable extent into the personal affairs of the prospective student / individual and that the information is up to date and complete. Where information is collected and shared back to the student in the form of the following documents:
 - VSL Statement of Covered Fees
 - VSL Loan Fee Notice
 - Commonwealth Assistance NoticeThe student is given 14 days to notify the College of any errors in their provided data

Disclosure of Information

Personal information will not be released without the consent of the student or staff member.

The College does not release or sell student's personal details to any external companies for the purposes of marketing. The College may from time to time be required to provide personal information to external organisations including the Australian Government and other designated authorities in order to provide specific services as required by law. These may include but are not limited to:

- Department of Immigration and Border Protection (DIABP)
- Australian Government Department of Education (DET)
- Australian Skills Quality Authority (ASQA)
- The ESOS Tuition Protection Scheme (TPS)
- College representatives/agents in order to assist international students as required.

This information includes personal contact details, course enrolment details, changes of circumstances and any suspected breach by a student of a student visa condition (National Code 2018 Standard 3.3).

The College will only use students' personal information for the purposes for which it was principally collected.

If there is a serious health-related issue and some information may be provided to the College during a consultation with a practitioner, then this information may be accessed by the College staff for the purposes of providing further helpful services to the student.

No other parties will gain access to the information at any time, other than what has just been stated, without the written consent of the individual student concerned.

Visitors to Ella Bache websites

Ella Bache uses cookies and measurement tools on its websites, as do third parties such as analytics, advertising or advertisement serving partners who may monitor unidentifiable statistics relating to website access and usage. Ella Bache uses and discloses the unidentifiable information collected through the use of cookies and measurement tools in accordance with this Privacy Policy. This includes using the information to report statistics, analyse trends, diagnose problems and improve the quality of Ella Bache's products and services.

Ella Bache may combine our cookies and information (collected through the cookies and measurement tools) on Ella Bache websites with other information (including information collected by third parties using their own cookies and measurement tools) to provide better or more relevant services and information.

If an individual does not want information collected through the use of cookies and/or measurement tools, they may be able to delete or reject cookies and/or some of the measurement software features through their browser or the settings section of their mobile or tablet device. Disabling these features may cause some of the functions on Ella Bache websites to work less effectively. Ella Bache provides links to external websites, as well as to third party websites that allow interaction and sharing of content including social media buttons such as Facebook share, Twitter, Pinterest and Google+. These linked sites, applications and widgets are not under Ella Bache's control and Ella Bache does not accept responsibility for the conduct of companies linked to Ella Bache's websites, or their collection of information through these third party applications or widgets. Before disclosing information on any other website, or using these applications or widgets users are advised to examine the terms and conditions of using that website and the relevant third party's data collection practices and privacy policy.

The Internet is not always a secure method of transmitting information. While Ella Bache takes reasonable steps to ensure all information it receives is maintained securely, Ella Bache cannot ensure that communications conducted via the Internet will be secure.

Ensuring the Data Quality

- The College relies on its students and staff to advise the College of changes that may occur in personal information in order to keep all records up to date and of good quality.
- International students have a legal obligation to inform the College of any change to their personal details such as postal address, contact phone numbers and emergency contacts in Australia and in their own country.
- The College will ensure that the students' records are kept updated by making the changes in the student personal files, in the student management system and in the student soft copy register as soon as they are provided by the student.

Information retention and disposal

Personal information is held in electronic format:

- Information collected from student enrolment applications and survey responses is held in databases.
- Names and contact details of stakeholders are held in the Student Management System and email contact lists.
- Personal staff information is held in the HR management, pay roll database.
- Backup copies of all electronic files held in Ella Bache's systems are kept in the event of system failure/loss. All Ella Bache retains personal information for 30 years. When personal information is no longer necessary for Ella Bache's business functions, and it is lawful to do so, Ella Bache destroys the information.

Access to Data and Making Corrections

- All students, clients and staff have the right to inspect their own personal information and files held by the College.
- Prospective students are informed that upon giving the College their personal contact details, the College will use these details to process their enquiry and send them course information.
- Upon reasonable request and 5 working days' notice, the College administrative staff will provide a student with access to their personal records and if required, reissue statements of attainment or qualifications achieved. The College will not allow this to take place without an appointment being made.
- Student's personal records cannot be released to parents, partners or any external party without the written consent of the student.
- When a record is found to be incorrect, this will be corrected; when a student requests that a record be corrected because it is not accurate or correct, the details of the request for amendment with the evidence supplied for change will be noted on the records.

Contacting Ella Bache:
Privacy Officer
2 Lambs Road
Artarmon, NSW 2069