

## **PRIVACY & INFORMATION HANDLING PROCEDURE**

### **PURPOSE**

Yorke Institute is committed to respecting the privacy of student's personal information.

It is bound by set of National Privacy Principles that establish the benchmark for how personal information should be handled. These principles have been adopted by Yorke Institute as part of Yorke Institute's standard operating procedures.

All personal information that enters Yorke Institute is dealt with in a uniform manner and the highest regard is taken for maintaining its security at all times.

However, in order to conduct business, the collection of personal information is often necessary and desirable. It is Yorke Institute's goal to balance the benefits of a transparent process with the right of individuals to prevent the misuse of their personal information.

### **PROCESS**

#### **The Collection of Personal Information**

In some circumstances, Yorke Institute may request personal information from their student such as name, address, telephone number, date of birth etc. This information is used to provide training services and to comply with Federal government reporting requirements.

Yorke Institute uses this information to develop research, provide services and validate industry advice. In addition, Yorke Institute may use this information for other business purposes such as to alerting clients to products, seminars and information that may assist or be of interest to their clients.

#### **Disclosure to third parties**

Yorke Institute will not trade, sell, or share student's personal information for use by any business without their consent, unless required by law or as disclosed to the client when the information is collected.

Student's personal information is recorded onto Yorke Institute's VETtrak and HubSpot database.

Hard copies of student personal data are filed in student personal files contained in a secure location.

## Security

Yorke Institute will take steps to make all information received from student's as secure as reasonably possible against unauthorized access and use.

## Access to Client Information and Complaints

Yorke Institute attempts to keep student files complete, up to date and accurate. Students are welcome to access personal information and to notify Yorke Institute about errors or amendments.

To access personal information, it is Yorke Institute's policy that all student requests to access information are to be made in writing. Students wishing to access information are required to complete an Access to Records Form and submit to Yorke Institute's admin officer. The Administration officer will assist the student with any enquiries they may have about the process.

Yorke Institute will respond to all requests for access within 21 days of receipt of completed Access to Records Request Form.

Access may be refused in the following circumstances:

- Where providing access would have an unreasonable impact on the privacy of other individuals
- Where the request is frivolous or vexatious
- Where the information relates to existing or anticipated legal proceedings between Yorke Institute and the individual and would not be available via the process of discovery
- Where providing access would reveal the intentions of Yorke Institute in relation to negotiations with the individual in such a way as to prejudice the negotiations
- Where providing access would be unlawful
- Where denying access is required or authorised under law
- Where providing access would be likely to prejudice an investigation of possible unlawful activity
- Where providing access would be likely to prejudice the activities of an enforcement body (such as the Australian Federal Police or the Victorian Police force)
- Where Yorke institute is asked by an enforcement body not to provide access to the information on the basis that this might cause damage to the security of Australia
- Where providing access would pose a serious and imminent threat to the life or health of any individual

Yorke Institute will not charge a fee for giving effect to a request for access.

If a student is concerned that Yorke Institute may have handled their personal information inappropriately, they are encouraged to contact Yorke Institute's Admin Officer.

Refer Privacy Act 1988