



Privacy Procedure

Policy Supported	Privacy Policy
Procedure Code	ADM-HE-07
Procedure owner	Chief Executive Officer
Responsible Officer	Chief Executive Officer
Approving authority	Chief Executive Officer
Contact Officer	Registrar
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Review date	3 years
Version	2020.1
Related Documents	Records Management Policy Records Management Procedure Privacy Policy Critical Incident Management Plan Staff Code of Conduct Student Complaint and Appeal Policy Student Complaint and Appeal Procedure Staff Grievance Policy Staff Grievance Procedure

1. Purpose

It is the intent of this Policy to ensure that the Australian Institute of Higher Education ('the Institute') complies with the Australian Privacy Principles (APPs) set out in the **Privacy Act 1988 (Cth)** as amended by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

2. Scope

The Policy applies to all staff and students of the Institute.

3. Definitions

See the **AIH Glossary of Terms** for definitions.

4. Actions and Responsibilities

4.1 Storage and Destruction of Personal Information

Personal Information will be stored and destroyed in accordance with the **Records Management Policy** and associated procedure.

4.2 Right to Access and Correct Records

4.2.1 Accessing Records

Requests to access or obtain a copy of personal information must be made in writing to Student Services. There is no charge for an individual to access personal information that the Institute holds about them; however the Institute may charge a fee to make a copy.

Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request. Where it is reasonable to do so, access to the information will be provided in the manner requested by the individual.

4.2.2 Correcting Records

Requests to correct a record must be made in writing to Student Services. There is no charge for making a request to correct personal information.

Where a record is found to be inaccurate, a correction will be made as soon as practical. Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the student's record.

4.2.3 How to lodge a request to Student Services

Written requests for access to, to obtain a copy of, or correct personal information held by the Institute should be sent to:

Student Services
Australian Institute of Higher Education
Level 3, 545 Kent St
SYDNEY NSW 2000

Email: studentservices@aih.nsw.edu.au

5. Complaints about an Alleged Breach of Privacy

Where an individual believes that the Institute has breached a Privacy Principle in relation to that individual they may lodge a complaint using the Institute's **Student Complaint and Appeal Policy** and associated procedure, which enable students and prospective students to lodge complaints of a non-academic nature, including complaints about handling of personal information and access to personal records.

Where a staff member believes that the Institute has breached a Privacy Principle, they may lodge a complaint using the Institute's **Staff Grievance Policy** and associated procedure.

If the Institute's response to a complaint is unsatisfactory or it is believed that the Institute may have breached the Australian Privacy Principles or the Privacy Act, a complaint can be made to the Office of the Australian Information Commissioner. The Office of the Australian Information Commissioner can be contacted by telephone on 1300 363 992. Full contact details for the Office of the Australian Information Commissioner can be found online at www.oaic.gov.au.

6. Version Control

This Procedure has been endorsed by the Australia Institute of Higher Education Principal as at September 2020 and is reviewed every 3 years. The Procedure is published and available on the Australian Institute of Higher Education website <http://www.aih.nsw.edu.au/> under 'Policies and Procedures'.

Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
2016-2	Registrar	New template.	6 July 2016	6 August 2016
2017-1	Ms. McCoy	Revised content.	1 March 2017	6 March 2017
2019-1	Principal	Minor Update: Changed titles.	20 November 2019	21 November 2019
2020.1	Chief Executive Officer	Minor Update: Changed title, formatting, inclusion of Complaints process	24 September 2020	25 September 2020