



PRIVACY POLICY AND PROCEDURES

Purpose

The purpose of this policy is to ensure that GLOBAL COLLEGE AUSTRALASIA (RTO 45088 ,CRICOS Code 03564F) herein referred to as "GCA," is committed to safeguarding the privacy of all stakeholders in accordance with the Privacy Act 1988. GCA respects your privacy and is dedicated to protecting your personally identifiable information or "personal information" from unauthorised use or disclosure. This policy outlines how your personal information may be collected, used, disclosed, and protected.

Policy Statement

GCA recognises the significance of personal information, such as names, addresses, dates of birth, email addresses, and other sensitive data. We are committed to managing and safeguarding the personal information shared with us in a legal, ethical, and secure manner. Information provided electronically, through forms, emails, or other means, will only be used for the purposes for which it was provided.

GCA's staff will use stakeholders' contact details to facilitate the administration of our products and services. Additionally, we may use this information to offer further services and products, with the option for individuals to opt out of such communications.

Examples of personal information collected by GCA include but are not limited to:

- Name
- Address
- Telephone number
- Date of Birth
- Email address
- Photograph
- Video images
- Results of assessment tasks
- Qualifications issued
- Copy of Passport
- Copy of Birth Certificate
- Copies of financial details
- Driver's License
- Copies of previous qualifications
- Unique Student Identifier (USI)



Collection and Storage of Personal Information

Personal information may be collected through various means, including telephone, email, in-person interactions, and the completion of relevant forms. Information is collected only with the individual's consent and used for specified purposes. GCA stores electronic personal information in a secure Student Management System VETTRAK. Hard copy documentation (other than assessments up to 6-month archive period) is scanned and electronically stored, with physical copies securely shredded. All assessments are archived post 6-month completion date.

Access to personal information is restricted to authorised staff members, and the Student Management System is password-protected with regularly changing, unique, and complex passwords. The database is hosted in a secure cloud environment.

Use of Information

Personal information is collected solely for the purposes for which it was provided, including:

- Processing enrolment applications
- Processing credit transfer applications
- Handling payments for course enrolment
- Monitoring students' course progress
- Sending reminders and notifications
- Reporting data as required by government regulations
- Issuing certifications

Staff's personal information is collected to ensure accurate contact details, qualifications, and other relevant information for human resource purposes.

Direct Marketing

GCA will use or disclose personal information for direct marketing purposes only with explicit consent and in limited circumstances. Individuals have the option to opt out of direct marketing communications.

Disclosure of Personal Information

GCA may be required to disclose personal information to government departments and authorised agencies in compliance with the Data Provision Requirements 2012. Personal information may also be disclosed to the National Centre for Vocational Education Research Ltd (NCVER) for statistical, administrative, regulatory, and research purposes.

Accessing and Seeking Correction of Personal Information

Individuals have the right to access their personal information under the Freedom of Information Act and may review this information upon request. Staff and students are encouraged to keep their personal details up-to-date.



Destruction of Personal Information

Electronic personal information is securely stored for 30 years. Hard copy documentation is securely destroyed in accordance with GCA's Records Management Policy and Procedure.

Complaints and Concerns

Individuals may contact GCA to make complaints or express concerns about our privacy policy and procedures. GCA takes data breach incidents seriously and conducts investigations as needed.

Governance Mechanisms

Education Services for Overseas Students Act 2000 (ESOS Act)

GCA maintains a robust governance framework that includes staff training, risk assessments, regular privacy policy reviews, and ongoing compliance monitoring to ensure adherence to the Australian Privacy Principles.

This policy and procedure are reviewed annually to ensure continued compliance and improvement.

At Global College Australasia, we are dedicated to upholding the highest standards of education and support for our international students. Under the Education Services for Overseas Students Act 2000 (ESOS Act), we have a heightened responsibility to ensure that our educational and related services not only comply with national standards but also contribute to a positive academic environment. While the ESOS Act is primarily concerned with educational standards, it indirectly supports our commitment to privacy compliance by requiring that we maintain rigorous governance and information handling practices.

As an institution registered under CRICOS, Global College Australasia is committed to adhering to these laws, safeguarding the privacy and personal information of our students. This commitment ensures that our students receive not only quality education but also the respect and protection their personal information deserves.

Responsibility

The following parties are responsible for the implementation and adherence to this policy:

- DIRECTOR
- Training Manager
- GCA Team

Associated Documents

- Student Handbook
- Enrolment Form

Related Standards

- Standards for RTOs 2015
- Privacy Act 2018
- Privacy Amendment Act 2012



- Education Services for Overseas Students Act 2000 (ESOS Act)
- Office of the Australian Information Commissioner
- Australian Privacy Principles
- Office of the Australian Information Commissioner (2014) Guide to developing an APP privacy policy