

Privacy Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures outline Kentford College's approach to ensuring the privacy and confidentiality of all of its staff, students and relevant others.

This policy and associated procedures meet the requirements of information management of Standard 4.3 of the Outcome Standards for RTOs and Compliance Requirements (Section 1) regarding information management, as well as Standard 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, as well as the National VET Regulator (Data Provision Requirements) Instrument 2020 and National VET Data Policy.

Policy statements

Privacy legislation and principles

Kentford College has adopted the Australian Privacy Principles contained in the Privacy Act 1988 and ensures all personal information handling practices comply with these principles.

Kentford College commits adhere to:

1. Collecting only information necessary for training, assessment, compliance, employment or operational purposes.
2. Ensuring all data collection is lawful, fair and transparent.
3. Informing individuals why information is collected and how it will be used.
4. Protecting information from misuse, interference, loss, unauthorised access or disclosure.
5. Allowing individuals access to and correction of their personal information.
6. Retaining records only for required regulatory periods.
7. Destroying or de-identifying information when no longer required.
8. Reporting eligible data breaches in accordance with legal requirements.

Collection of personal information

Kentford College collects personal information only for the purposes of its business operations and only where such information is reasonably necessary for its functions or activities.

Kentford College also collects personal information about students undertaking nationally recognised training and discloses this information to the National Centre for Vocational Education Research Ltd (NCVER) and other authorised government bodies as required by law.

Kentford College provides information to staff and students about why their information is being collected and how it will be used, including how it may be disclosed, stored and accessed, and any consequences of not providing the information.

Both staff and students have the right to request that their personal information be changed or corrected if inaccurate, incomplete or outdated.

A Privacy Notice is included in the Application for Enrolment Form and Offer Letter and Student Agreement.

Staff contracts refer to privacy rights and obligations.

All personal information is kept secure and confidential at all times through administrative, physical and technical safeguards designed to protect against misuse, interference, loss, unauthorised access, modification or disclosure.

Note: Consent is obtained where required.

All persons have the right to make a complaint or appeal in relation to privacy matters as per Kentford College's Complaints and Appeals Policy and Procedures and may escalate unresolved complaints to the Office of the Australian Information Commissioner.

Sensitive information

Kentford College also collects sensitive information. Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will only be used by Kentford College:

- for the primary purpose for which it was obtained
- for a secondary purpose that is directly related to the primary purpose
- with an individual's consent; or where required or authorised by law.

Note: Sensitive information will not be collected unless reasonably necessary and consent has been obtained unless an exemption applies.

Data security and retention

Kentford College maintains safeguards including secure storage systems, access controls, password protection, secure disposal processes, and data backup systems. Records are retained only for the minimum regulatory retention period required under applicable legislation and standards. When no longer required, records are securely destroyed or de-identified.

Procedures

1. Manage personal information

- 1.1 Process all personal information according to the relevant procedures.
- 1.2 Archive personal information according to the relevant procedures.
- 1.3 Store information securely using authorised systems only.
 - 1.4 Restrict access to personal information based on role and responsibility.
 - 1.5 Dispose of personal information securely when no longer required.

2. Provide access to records

- 2.1 Review written requests for access to records.
- 2.2 Arrange for the individual to view their personal information as requested.

- 2.3 Update personal information according to any requests made.
- 2.4 Keep all documentation relating to access to records.
- 2.5 Verify identity before granting access.
- 2.6 Respond to access or correction requests within 30 days.

Responsibilities

The CEO is responsible for ensuring privacy at all times including oversight of privacy compliance systems and resources.

The Administration and Student Support Officer is responsible for processing all personal information and providing access to records as required.

All staff are responsible for complying with this policy and reporting any suspected privacy breach immediately.

Policy and Procedure Version Control			
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