

MENZIES INSTITUTE OF TECHNOLOGY

POLICY SUMMARY FOR STUDENTS

MITP33 - Privacy Policy and Procedure

VERSION: 5

LAST REVIEWED: February 2025

NEXT REVIEW: February 2028

PURPOSE OF THIS POLICY

This policy explains how Menzies collects, stores, uses, and protects your personal information. We are committed to protecting your privacy in accordance with Australian privacy laws including the Privacy Act 1988 and the Australian Privacy Principles. This policy ensures your personal information is handled securely, used only for legitimate purposes, and that you have rights to access and correct your information.

KEY SECTIONS OF THE POLICY

1. Privacy Principles

We follow the Australian Privacy Principles which govern how we collect, use, store, and share your personal information. These principles ensure your information is handled fairly, transparently, and securely.

2. Collection of Information

We collect personal information necessary for enrolment, training delivery, student support, and regulatory compliance. This includes your name, contact details, educational history, Unique Student Identifier (USI), and course participation records. We only collect information that is reasonably necessary for our functions.

3. Information Security and Storage

Your information is stored securely using technical and organizational safeguards including access controls, encryption, secure backup systems, and regular security monitoring. We implement strong security measures to protect against unauthorized access, loss, or misuse of your personal information.

4. Use and Disclosure

We use your information for enrolment processing, training delivery, student support, issuing qualifications, reporting to government agencies, and continuous improvement. We only disclose your information to authorized parties as required by law or with your consent.

5. Your Rights

You have the right to access your personal information, request corrections, make privacy complaints, and be informed about how we use your data. We provide clear processes for exercising these rights.

UNDERSTANDING YOUR PRIVACY RIGHTS

As a student, you have important rights regarding your personal information:

- **Step 1: Understanding What Information We Collect**

We collect your personal details (name, date of birth, contact information), educational information (qualifications, course enrolment, assessment results), your Unique Student Identifier (USI), support needs information (for reasonable adjustments), and for international students, visa and OSHC details.

- **Step 2: Knowing Why We Collect It**

We collect your information to process your enrolment, deliver training and assessment, provide student support services, issue qualifications and statements of attainment, report to government agencies (ASQA, Department of Education, Department of Home Affairs for international students), communicate with you about your course, and continuously improve our services.

- **Step 3: Understanding Who Can Access Your Information**

Your information is accessed by Menzies staff who need it to perform their duties (trainers, student services officers, administration staff). We may share information with government agencies as required by law (ASQA, Department of Education, Department of Home Affairs), NCVET (National

Centre for Vocational Education Research) for statistical research, and external service providers who support our operations (under strict confidentiality agreements).

- **Step 4: Accessing Your Records**

You can request to view or obtain copies of your personal information using the MFS16 Request to Access Records Form. There is no charge for accessing your records. We'll arrange access within 10 days of your request. You must verify your identity to access your records.

- **Step 5: Correcting Your Information**

If your personal information is inaccurate, out-of-date, incomplete, irrelevant, or misleading, you can request corrections using the MFS17 Amendment to Records Request Form. We'll process your request promptly and notify you of the outcome.

KEY POINTS FOR STUDENTS

- ✓ We only collect information that is necessary for your enrolment and training
- ✓ Your information is stored securely with restricted access to authorized staff only
- ✓ You can access your personal information at no charge by completing MFS16 form
- ✓ You can request corrections to inaccurate information using MFS17 form
- ✓ We will not disclose your information to third parties without your consent, except as required by law
- ✓ International students: your information is reported to Department of Home Affairs as required by ESOS Act

- ✓ Your Unique Student Identifier (USI) is securely managed in accordance with USI legislation
- ✓ You have the right to make a privacy complaint if you believe your information has been mishandled

YOUR UNIQUE STUDENT IDENTIFIER (USI)

What Is the USI?

The USI is a unique reference number that creates an online record of your Australian training qualifications. It's required by law for all students undertaking nationally recognized training.

How We Manage Your USI

We collect your USI when you enrol (using MFS15 USI Consent Form). We verify your USI with the USI Registry System. We securely store your USI information with restricted access. We only use your USI for authorized purposes under the Student Identifiers Act 2014. We cannot issue you a qualification or statement of attainment without a verified USI.

Your USI Rights

You retain ownership of your USI. You can access your USI transcript at any time through the USI website. We will not share your USI with unauthorized parties. You can find more information about USI at www.usi.gov.au

INFORMATION SECURITY MEASURES

How We Protect Your Information

Physical Security

- Restricted access to areas where records are stored
- Secure filing cabinets with lock and key
- Visitor logs and escort requirements
- Secure destruction of documents containing personal information

Digital Security

- Strong password requirements and multi-factor authentication
- Encryption of sensitive data during storage and transmission
- Regular security updates and patches
- Access controls limiting who can view or modify information
- Secure backup systems
- Regular security monitoring and testing

Staff Training

- All staff receive privacy training during induction
- Annual refresher training on privacy obligations
- Staff sign confidentiality agreements
- Regular reminders about privacy responsibilities

DATA BREACHES

What Is a Data Breach?

A data breach occurs when personal information is lost, subjected to unauthorized access, modification, disclosure, or other misuse.

Our Data Breach Response

If a data breach occurs involving your information, we will assess the breach promptly to determine if it is likely to cause serious harm. If the breach is likely to cause serious harm, we will notify you as soon as practicable and notify the Office of the Australian Information Commissioner (OAIC). We will take immediate steps to contain the breach and prevent further harm. We maintain a Data Breach Register to track all breaches and implement improvements.

Your Rights in a Data Breach

You will be informed about what information was affected, what we are doing to respond, and what steps you can take to protect yourself. You can contact us for further information about the breach.

PRIVACY IN SPECIFIC SITUATIONS

International Students

Your enrolment and course progress information is reported to Department of Home Affairs through PRISMS (Provider Registration and International Students Management System) as required by the ESOS Act. This information includes course enrolment, attendance, course progress, and any changes to your enrolment status.

Student Support Services

When you access support services (counselling, learning support, disability services), information about your support needs is collected. This information is kept confidential and only shared with staff who need it to provide you with support. Your consent is required before sharing support information.

Complaints and Appeals

Information you provide during complaints and appeals is handled confidentially in accordance with MITP07 Complaints and Appeals Policy and Procedure. Records are maintained securely and access is restricted to those involved in the process.

Work Placement

If your course includes work placement, we may need to share relevant information with workplace hosts to ensure your safety and appropriate supervision. This is done with your knowledge and consent.

MAKING A PRIVACY COMPLAINT

If You're Not Happy With How We've Handled Your Information

- Step 1: Contact Us

Speak with Student Services or the Head of Compliance about your concerns. We'll try to resolve the issue promptly and informally.

- Step 2: Formal Complaint

If informal resolution doesn't work, submit a formal complaint following MITP07 Complaints and Appeals Policy and Procedure. Your complaint will be investigated thoroughly and you'll receive a written response.

- Step 3: External Complaint

If you're not satisfied with our response, you can lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au or by calling 1300 363 992.

- Step 4: International Students

International students can also contact the Overseas Students Ombudsman if privacy issues relate to their international student experience.

ADDITIONAL INFORMATION

Privacy Officer

Menzies has appointed a Privacy Officer (Head of Compliance) who oversees our privacy program, monitors compliance with privacy laws, handles privacy complaints and inquiries, manages data breach responses, and coordinates privacy training for staff.

Privacy Notices

When we collect your personal information, we provide you with a privacy notice (using MFS18 Privacy Notice and Student Declaration) that explains what information we're collecting, why we need it, who we might share it with, and your privacy rights.

Third-Party Service Providers

When we engage external service providers who may access your information (such as IT support providers or data storage providers), we ensure they have appropriate security measures and confidentiality agreements in place.

Information Retention

We retain your student records for at least 30 years as required by VET regulations. After this period, records are securely destroyed. Some records may be retained longer for archival or historical purposes.

Privacy Impact Assessments

For new projects or systems that involve collecting or using personal information, we conduct privacy impact assessments to identify and address privacy risks before implementation.

CONTACT INFORMATION

For privacy questions, to access your records, or to make a privacy complaint:

Privacy Officer (Head of Compliance)

Email: compliance@menzies.vic.edu.au

Phone: 1300 244 002

Student Services

Phone: 1300 244 002

Email: academics@menzies.vic.edu.au

External Privacy Contacts:

Office of the Australian Information Commissioner (OAIC)

Website: www.oaic.gov.au

Phone: 1300 363 992

Overseas Students Ombudsman (for international students)

Website: www.ombudsman.gov.au

Phone: 1300 362 072

RELATED POLICIES

You may also want to read these related policies:

- MITP31 - Student Records Management Policy and Procedure
- MITP07 - Complaints and Appeals Policy and Procedure
- MITP11 - Admissions Policy and Procedure
- MITP05 - Document Management Policy and Procedure

- MITP28 - Student Support Services and Welfare Policy and Procedure

This is a summary only. The full MITP33 Privacy Policy and Procedure contains detailed procedures and responsibilities. You can request the full policy from Student Services.