



**AUSTRALIAN INSTITUTE  
OF HIGHER EDUCATION**

## Privacy Procedure

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| <b>Policy Supported</b>                | Privacy Policy  |
| <b>Procedure Code</b>                  | ADM-HE-07   |
| <b>Procedure owner</b>                 | Principal Executive Officer   |
| <b>Responsible Officer</b>             | Principal Executive Officer   |
| <b>Approving authority</b>             | Board of Directors  |
| <b>Approval date</b>                   | 27 May 2024   |
| <b>Commencement date</b>               | 28 May 2024   |
| <b>Review date</b>                     | 3 years   |
| <b>Version</b>                         | 2024.1  |
| <b>Related Documents</b>               | Records Management Policy<br>Records Management Procedure<br>Privacy Policy<br>Critical Incident Management Plan<br>Staff Code of Conduct<br>Student Complaint and Appeal Policy<br>Student Complaint and Appeal Procedure<br>Staff Grievance Policy<br>Staff Grievance Procedure |
| <b>HESF (Threshold Standards) 2021</b> | 7.3.3   |

### 1. Purpose

It is the intent of this Procedure 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 Procedure 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 Collection and Use of Personal Information

##### Students

The Institute will primarily collect information from potential students seeking to enrol. This information may be electronic or in hard copy format, and includes information that

personally identifies individuals. The student agrees to the collection and disclosure of the provided information, in accordance with the Privacy Policy. Furthermore, the Institute is given permission to provide marketing materials by inferring consent based on the student's agreement. The student is provided with opportunities to opt-out of marketing communications by unsubscribing to marketing related emails.

Furthermore, the Institute may collect personal information from other educational institutions where necessary to verify qualifications and course credits for enrolment and assessment purposes.

### **Staff**

The Institute will primarily collect information from staff when applying or enquiring about a position within the Institute. Information may be collected from third parties, such as referees. When offered an employment position, additional information regarding the staff member will be collected as necessary for the onboarding process.

## **4.2 Storage and Destruction of Personal Information**

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

## **4.3 Right to Access and Correct Records**

### **4.3.1 Accessing Records**

#### **Students**

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.

#### **Staff**

Staff have access to their personal information via Employment Hero. If any further information is required that is not available in Employment Hero staff need to contact the human resources staff through [accounts@aih.nsw.edu.au](mailto:accounts@aih.nsw.edu.au).

### **4.3.2 Correcting Records**

#### **Students**

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.

#### **Staff**

Staff can make changes to their personal information through Employment Hero. This includes contact details, banking details and emergency numbers.

#### **4.3.3 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](mailto: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](http://www.oaic.gov.au).

## **6. Version Control**

This Procedure has been endorsed by the Australia Institute of Higher Education Board of Directors as at May 2024 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'.

| <b>Change and Version Control</b> |                           |   |                       |                        |
|-----------------------------------|---------------------------|---|-----------------------|------------------------|
| <b>Version</b>                    | <b>Authored by</b>        | <b>Brief Description of the changes</b>   | <b>Date Approved:</b> | <b>Effective Date:</b> |
| 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      |
| 2021.1                            | Chief Executive Officer   | Review of Procedure; Changes to section 4.2 Rights to Access and Correct Records – break down into Students and Staff | 22 April 2021         | 22 April 2021          |
| 2022.1                            | Registrar                 | Updated Higher Education Standards Framework [Threshold Standard] 2021  | 25 May 2022           | 26 May 2022            |
| 2023.1                            | Registrar                 | Reviewed content to be in line with three-year policy review cycle. Minor adjustments                                 | 23 February 2023      | 24 February 2024       |
| 2024.1                            | Head of Quality Assurance | Addition of section 4.1 Collection and Use of Personal Information  | 27 May 2024           | 28 May 2024            |