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OF NATURAL MEDICINE

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POLICY DOCUMENT 14

PRIVACY

REVISION HISTORY

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1.0 SCOPE OF POLICY

Paramount College is committed to affording Staff, Students and Clients the Privacy that they deserve in their dealings with Paramount College.

Paramount College abides by the information privacy principles (IPPs) set out in section 14 of the Commonwealth *Privacy Act 1988* and the Privacy Amendment (Private Sector) Act.

2.0 INFORMATION COLLECTED

Paramount College collects information in accordance with IPPs 1-3.

Principle 1. Manner and purpose of collection of personal information

1. *Personal information shall not be collected by a collector for inclusion in a record or in a generally available publication unless:*
 - (a) *the information is collected for a purpose that is a lawful purpose directly related to a function or activity of the collector; and*
 - (b) *the collection of the information is necessary for or directly related to that purpose.*
2. *Personal information shall not be collected by a collector by unlawful or unfair means.*



Principle 2. Solicitation of personal information from individual concerned

Where:

(a) *a collector collects personal information for inclusion in a record or in a generally available publication; and*

(b) *the information is solicited by the collector from the individual concerned;*

the collector shall take such steps (if any) as are, in the circumstances, reasonable to ensure that, before the information is collected or, if that is not practicable, as soon as practicable after the information is collected, the individual concerned is generally aware of:

(c) *the purpose for which the information is being collected;*

(d) *if the collection of the information is authorised or required by or under law-the fact that the collection of the information is so authorised or required; and*

(e) *any person to whom, or any body or agency to which, it is the collector's usual practice to disclose personal information of the kind so collected, and (if known by the collector) any person to whom, or any body or agency to which, it is the usual practice of that first mentioned person, body or agency to pass on that information.*

Principle 3. Solicitation of personal information generally

Where:

(a) *a collector collects personal information for inclusion in a record or in a generally available publication; and*

(b) *the information is solicited by the collector;*

the collector shall take such steps (if any) as are, in the circumstances, reasonable to ensure that, having regard to the purpose for which the information is collected:

(c) *the information collected is relevant to that purpose and is up to date and complete; and*

(d) *the collection of the information does not intrude to an unreasonable extent upon the personal affairs of the individual concerned.*

Specifically Paramount College collects the minimum necessary data for the operation of



Paramount College and the Student Clinic. The information is generally limited to:

- Name, residential and postal address
- Private phone number
- Mobile phone number (Optional)
- E-mail address(s)
- Date of birth
- Sex
- Marital status (Optional)
- Next of Kin: Name, phone number and address (Optional)
- Tax file or ABN number, bank deposit details, superannuation fund details (Staff only)

3.0 STORAGE ARRANGEMENTS

Paramount College stores information in accordance with IPPs 4 and 5.

Principle 4. Storage and security of personal information

A record keeper who has possession or control of a record that contains personal information shall ensure:

- (a) that the record is protected, by such security safeguards as it is reasonable in the circumstances to take, against loss, against unauthorised access, use, modification or disclosure, and against other misuse; and*
- (b) that if it is necessary for the record to be given to a person in connection with the provision of a service to the record keeper, everything reasonably within the power of the record keeper is done to prevent unauthorised use or disclosure of information contained in the record.*

Principle 5. Information relating to records kept by record keeper

1. A record keeper who has possession or control of records that contain personal information shall, subject to clause 2 of this Principle, take such steps as are, in the circumstances, reasonable to enable any person to ascertain:

- (a) whether the record keeper has possession or control of any records that contain personal information; and*
- (b) if the record keeper has possession or control of a record that contains*



such information:

- (i) the nature of that information;*
- (ii) the main purposes for which that information is used; and*
- (iii) the steps that the person should take if the person wishes to obtain access to the record.*

2. *A record keeper is not required under clause 1 of this Principle to give a person information if the record keeper is required or authorised to refuse to give that information to the person under the applicable provisions of any law of the Commonwealth that provides for access by persons to documents.*

3. *A record keeper shall maintain a record setting out:*

- (a) the nature of the records of personal information kept by or on behalf of the record keeper;*
- (b) the purpose for which each type of record is kept;*
- (c) the classes of individuals about whom records are kept;*
- (d) the period for which each type of record is kept;*
- (e) the persons who are entitled to have access to personal information contained in the records and the conditions under which they are entitled to have that access; and*
- (f) the steps that should be taken by persons wishing to obtain access to that information.*

4. *A record keeper shall:*

- (a) make the record maintained under clause 3 of this Principle available for inspection by members of the public; and*
- (b) give the Commissioner, in the month of June in each year, a copy of the record so maintained.*

Paramount College produced and collected data that is related to the Staff, Student and Client is maintained and stored securely in Paramount College's data management system. Information includes:

- Records of training, assessment records, student participation notes and any



documentation provided by the Student.

- Staff development, participation notes and any documentation provided by the Staff member.
- Client medical history and treatment notes and any documentation provided by the Client.
- Records of financial status, invoices, statements and payment details.
- Social Security, VET and AUSTUDY personal details.

4.0 ACCESS TO PERSONAL INFORMATION

Paramount College provides access to personal information in accordance with IPP 6.

Principle 6. Access to records containing personal information

Where a record keeper has possession or control of a record that contains personal information, the individual concerned shall be entitled to have access to that record, except to the extent that the record keeper is required or authorised to refuse to provide the individual with access to that record under the applicable provisions of any law of the Commonwealth that provides for access by persons to documents.

Paramount College has an open door policy that allows full access to the Staff, Student and Client's own personal information, with five working days prior notice. Copies can be provided on the request of the person, with five working days prior written notice. A student's personal information which is held by the provider is available to student at no charge. A nominal fee for further copies and administration costs as published in Paramount College schedule of pricing apply.

Students can apply to receive a copy of their personal information held by the provider in relation to themselves, by requesting the information in writing, either by a signed and dated letter or on our Administration Request Form. The request is acknowledged to the student in writing, to ensure validity, and then processed within 5 working days of the receipt.



5.0 ACCURACY OF PERSONAL INFORMATION

Paramount College ensures accuracy of personal information in accordance with IPPs 7 and 8.

Principle 7. Alteration of records containing personal information

1. *A record keeper who has possession or control of a record that contains personal information shall take such steps (if any), by way of making appropriate corrections, deletions and additions as are, in the circumstances, reasonable to ensure that the record:*
 - (a) *is accurate; and*
 - (b) *is, having regard to the purpose for which the information was collected or is to be used and to any purpose that is directly related to that purpose, relevant, up to date, complete and not misleading.*
2. *The obligation imposed on a record keeper by clause 1 is subject to any applicable limitation in a law of the Commonwealth that provides a right to require the correction or amendment of documents.*
3. *Where:*
 - (a) *the record keeper of a record containing personal information is not willing to amend that record, by making a correction, deletion or addition, in accordance with a request by the individual concerned; and*
 - (b) *no decision or recommendation to the effect that the record should be amended wholly or partly in accordance with that request has been made under the applicable provisions of a law of the Commonwealth; the record keeper shall, if so requested by the individual concerned, take such steps (if any) as are reasonable in the circumstances to attach to the record any statement provided by that individual of the correction, deletion or addition sought.*

Principle 8. Record keeper to check accuracy etc. of personal information before use

A record keeper who has possession or control of a record that contains personal information shall not use that information without taking such steps (if any) as are, in the circumstances, reasonable to ensure that, having regard to the purpose for which the information is proposed to be used, the information is accurate, up to date and complete.



Paramount College records requests for amendments where a student has found the information to be inaccurate.

6.0 PRIVACY

Paramount College ensures privacy of personal information in accordance with IPPs 9-11.

Principle 9 Personal information to be used only for relevant purposes

A record keeper who has possession or control of a record that contains personal information shall not use the information except for a purpose to which the information is relevant.

Principle 10 Limits on use of personal information

1. *A record keeper who has possession or control of a record that contains personal information that was obtained for a particular purpose shall not use the information for any other purpose unless:*
 - (a) *the individual concerned has consented to use of the information for that other purpose;*
 - (b) *the record keeper believes on reasonable grounds that use of the information for that other purpose is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or another person;*
 - (c) *use of the information for that other purpose is required or authorised by or under law;*
 - (d) *use of the information for that other purpose is reasonably necessary for enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue; or*
 - (e) *the purpose for which the information is used is directly related to the purpose for which the information was obtained.*
2. *Where personal information is used for enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue, the record keeper shall include in the record containing that information a note of that use.*



Principle 11. Limits on disclosure of personal information

1. *A record keeper who has possession or control of a record that contains personal information shall not disclose the information to a person, body or agency (other than the individual concerned) unless:*
 - (a) *the individual concerned is reasonably likely to have been aware, or made aware under Principle 2, that information of that kind is usually passed to that person, body or agency;*
 - (b) *the individual concerned has consented to the disclosure;*
 - (c) *the record keeper believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;*
 - (d) *the disclosure is required or authorised by or under law; or*
 - (e) *the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.*
2. *Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, the record keeper shall include in the record containing that information a note of the disclosure.*
3. *A person, body or agency to whom personal information is disclosed under clause 1 of this Principle shall not use or disclose the information for a purpose other than the purpose for which the information was given to the person, body or agency.*

Paramount College uses personal information is only used as relevant for the management of Paramount College and of Staff, Students and Clients. The information is used internally and is not disseminated, sold or provided to outside entities without written consent or as compelled by Law.

Personal information is securely kept to protect the Privacy of the Person.

Information gathered by Paramount College during the persons involvement may be given to



Government Agencies as required by Law. This includes:

- Personal information and Assessment information to the Vocational Education and Training Authority.
- Personal information and earnings, tax file number and GST information to the Australian Taxation Office.
- Centrelink.

The entities of Paramount College may use the information for internal research and marketing. However, in these instances personal information is not identifiable by name.

7.0 SECURITY

The information is contained in electronic and paper format in Paramount College. Electronic information is limited to only to Staff that require the information to conduct their duties. Passwords are active in databases and electronic files containing the information to prevent other Staff access. Electronic copies are destroyed by data wiping magnetic media at the end of the information's usable life OR shredding, as determined by the archiving procedure.

Paper format information is securely stored in locked areas with restricted access to the records to Staff that require the information to conduct their duties. Paper information is destroyed by shredding and disposal to paper recycling plants.

8.0 CONSENT

Paramount College will not issue private information to any person or entity without a written consent notice from the person, unless provided to Government Agencies as compelled by Law. Privacy notices are provided and consent is sought on forms as appropriate.

Specifically, and for the purpose of the student accessing VET FEE-HELP, students must give informed consent to their information being provided to the Australian Government. We anticipate



that students will submit the *Request for VET FEE-HELP assistance* form prior to allocation of a CHESN, however we do not yet have Provider status in place, with the appropriate kit to be provided. This process will be finalised as the information becomes available to us. Similarly our application forms, websites and phone admission procedure will need to be updated at that time.

9.0 BREACHES OF PRIVACY

It is an offence under HESA for Paramount College and / or its employees to disclose, copy or record VET personal information that was not made for the purposes it was intended. A person commits an offence if they cause any intentional access to or modification of VET personal information that is held in a computer with restricted access by or on behalf of a provider, and they knew that access or modification was unauthorised. A penalty of 2 years imprisonment is provided under HESA.

Students have to right to complain about breaches of personal information by Paramount College including its officers, employees and others who perform services by or on behalf of the provider relating to personal information obtained by Paramount College for the purposes of VET FEE-HELP assistance to students and the repayment of loans under HESA. Such complaints are provided for in Paramount College's Grievance Management Procedure.