



Cairnmillar
INSTITUTE

Treatment | Education | Research

Privacy Policy

Policy Name	Privacy Policy
Policy number	FSP006
Date approved	7 August 2019
Approving body	The Cairnmillar Institute Council
Responsible officer	The Executive Director
Implementation officer	Director or Corporate Services Director of Clinical Services IT Manager Academic Registrar
Next review date	January 2022
Linked policies	<ul style="list-style-type: none"> ▪ FSP001-Third-Party-Arrangements-Policy ▪ SSP010-Learning-Environment-and-Student-Support-Policy ▪ HRP009 Staff Computer Network & Internet Access Policy ▪ HRP004 Collection Management and Storage of Health Information and Human Research Data Policy
Linked forms	

Privacy Policy

The Cairnmillar Institute and its related bodies corporate (**we, our, us**) recognise the importance of protecting the privacy and the rights of individuals in relation to their personal information.

This document is our privacy policy and it tells you how we collect and manage your personal information.

We respect your rights to privacy under the *Privacy Act 1988 (Act)* and the *Australian Privacy Principles (APPs)* and we comply with all of the Act's requirements and the APPs in respect of the collection, management and disclosure of your personal information.

Our applicants, staff, students, website users and clients are entitled to:

- Know why personal information is being collected and how it will be used;
- Ask for access to records, including your health information;
- Take up opportunities to stop receiving direct marketing material;
- Correct inaccurate information;
- Know which organisations will be given personal information;
- Ensure organisations only use information for purposes they have told you about;
- Find out what personal information an organisation keeps and how they manage it.

What is your personal information?

When used in this privacy policy, the term "personal information" has the meaning given to it in the Act.

In general terms, it is any information that can be used to personally identify you. This may include your name, address, telephone number, email address and profession or occupation.

If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

What personal information do we collect and hold?

We may collect the following types of personal information:

- name;
- mailing or street address;
- email address;
- telephone number;
- facsimile number;
- age or birth date;
- place of birth and/or year of arrival in Australia;
- gender identity;
- profession, occupation or job title;
- citizenship and/or immigration status;
- your disability or mental health status;

- educational history and demographic data collected as part of our higher education and VET reporting obligations;
- your Tax File Number (TFN) for FEE-HELP and other approved purposes;
- Commonwealth Higher Education Student Support Number (CHESSN) and/or Unique Student Identifier (USI) for the provision of related educational services and reporting;
- a copy of your passport, your passport number, and/or driving licence details or other identity documents as provided by you as evidence of your identity;
- Working with Children's Check (WWCC), police checks, immunisation status, and other relevant documents for safety and risk mitigation purposes in relation to students on work placement or seeing clients;
- your photograph for student identification documents and class lists;
- name and contact details of an emergency contact;
- details of the products and services you have purchased from us or courses enrolled in, or which you have applied for or enquired about, together with any additional information necessary to deliver those products and services and to respond to your enquiries;
- any additional information relating to you that you provide to us directly through our websites or indirectly through use of our websites or online presence, through our representatives or otherwise; and
- other information you provide to us through our service centre, data management systems, and customer surveys
- health information for clients and research participants, which is managed in accordance with the Health Records Act 2001 under the [HRP004 Collection Management and Storage of Health Information and Human Research Data Policy](#)

We may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous answers to surveys or aggregated information about how users use our website.

How do we collect your personal information?

We collect your personal information directly from you unless it is unreasonable or impracticable to do so.

When collecting personal information from you, we may collect in ways including:

- through your access and use of our website;
- during conversations between you and our representatives;
- when you complete an application or make an appointment;
- when you update your information in any of our systems or databases;
- when you fill in forms or surveys either online or in person;
- by taking your photograph with your verbal consent for your Student ID card.

We may also collect personal information from third parties including:

- from third party companies such as credit reporting agencies, law enforcement agencies and other government entities, government agencies or systems such as the USI allocation, and CHESSN, HELP, and eCAF reporting systems and services;

- from a student or client for whom you are an emergency contact (limited to name and contact details for use in specific situations and not used for marketing purposes).

Lecture recording

We may, at our discretion, record lectures and classes for educational purposes and make these recordings available to enrolled students this may include but is not limited to audio, video or photography of learning activities and lectures.

Staff will warn students and participants that lectures are being recorded. Sometimes questions and comments made by students may remain in the recording. Some sections, such as interactive and/or experiential activities, or confidential or restricted information will be removed prior to publication to protect the rights and anonymity of those involved and respect for copyright this is the responsibility of the lecturer or the authorised staff member making or publishing the recordings.

If students have concerns about being included in educational recordings, they should raise these concerns with the teacher and can do so confidentially before or after the class. Students must contact the teacher within 1 hour of the end of the recorded class to be sure of being fully removed from the recording before it is uploaded to the Learning Management System. It is recommended that an email or other written communication be made so there is a record of the request, if a student contacts the teacher in person to request removal from recordings one or both should follow up with an email to confirm.

CCTV and Security

Areas of the main Hawthorn Campus and other Cairnmillar sites may have closed circuit TV or security monitoring. Security monitoring signage is displayed.

Student ID Photos

We take a photograph of our enrolled 'on-campus' students at the start of their period of enrolment. Off-campus students who are eligible for a Student ID card will be asked to provide a suitable photograph so an ID card can be produced.

This Student ID photo is used for creating your authorised Student ID Card and is stored in our Student Management System. The Student Management System can only be accessed by authorised staff and contractors as per other personal information in this policy. Staff may access these photos to help them identify you and learn your name.

The Student ID photo is also normally uploaded to our Learning Management System (Canvas). Canvas can be accessed and viewed by other students enrolled in the same classes as you. You have a chance to opt out of having your Student ID photo uploaded into Canvas when you sign your student code of conduct agreement, and you can also remove or replace your Canvas photo at any time through the Canvas system.

Student Email Addresses and Student ID Numbers

Eligible students will be allocated a Cairnmillar student email account and a Cairnmillar Student ID number (ID number). Your Cairnmillar student email address normally includes your ID number.

All of our staff and other enrolled students can access a Cairnmillar address book which includes your preferred name and Cairnmillar email address as well as those of all other staff and students.

The Cairnmillar address book must only be used for relevant educational purposes.

You are not authorised to contact or be contacted by other students for any kind of marketing purposes and must not take or release class lists or contact details to any third-party without written consent of the other student.

Cookies

In some cases we may also collect your personal information through the use of cookies. When you access our website, we may send a “cookie” (which is a small summary file containing a unique ID number) to your computer. This enables us to recognise your computer and greet you each time you visit our website without bothering you with a request to register. It also enables us to keep track of products or services you view so that, if you consent, we can send you news about those products or services.

We also use cookies to measure traffic patterns, to determine which areas of our website have been visited and to measure transaction patterns in the aggregate. We use this to research our users’ habits so that we can improve our online information and services.

Our cookies do not collect personal information. If you do not wish to receive cookies, you can set your browser so that your computer does not accept them.

We may log IP addresses (that is, the electronic addresses of computers connected to the internet) to analyse trends, administer the website, track users movements, and gather broad demographic information.

What happens if we can’t collect your personal information?

If you do not provide us with the personal information described above, some or all of the following may happen:

- we may not be able to provide the requested products or services to you, either to the same standard or at all;
- we may not be able to consider an application or may not be able to allow you admission or enrolment in our courses of study or support programs;
- we may not be able to provide you with information about products and services that you may want, including information about discounts, sales or special promotions; or
- we may be unable to tailor the content of our websites to your preferences and your experience of our websites may not be as enjoyable or useful;

For what purposes do we collect, hold, use and disclose your personal information?

We collect personal information about you so that we can perform our business activities and functions and to provide best possible quality of customer service and education.

We collect, hold, use and disclose your personal information for the following purposes:

- to provide products and services to you and to send communications requested by you;
- to answer enquiries and provide information or advice about existing and new products or services;
- to provide you with access to protected areas of our websites including educational materials;
- to assess the performance of the website and to improve the operation of the website;
- to conduct business processing functions including providing personal information to our related bodies corporate, contractors, service providers or other third parties;
- for the administrative, marketing (including direct marketing), planning, product or service development, quality control and research purposes of the Cairnmillar Institute and its related bodies corporate, contractors or service providers;
- to provide your updated personal information to our related bodies corporate, contractors or service providers;
- to update our records and keep your contact details up to date;
- to process and respond to any complaint made by you; and
- to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority of any country (or political sub-division of a country).

Your personal information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy.

To whom may we disclose your information?

We may disclose your personal information to:

- our employees, related bodies corporate, contractors or service providers for the purposes of operation of our website or our business, fulfilling requests by you, and to otherwise provide products and services to you including, without limitation, web hosting providers, IT systems administrators, mailing houses, couriers, payment processors, data entry service providers, electronic network administrators, debt collectors, and professional advisors such as accountants, solicitors, business advisors and consultants;
- Australian Government and State Government departments in accordance with our regulatory and legal obligations, including the Department of Education and Training (DET), National Centre for Vocational Education Research (NCVER), and the Australian Taxation Office (ATO), and the Department of Home Affairs.
- Australian Health Practitioner Regulation Agency (AHPRA) and/or Australian Psychology Accreditation Council (APAC) for regulatory and registration purposes;
- any organisation for any authorised purpose with your express consent.

We may combine or share any information that we collect from you with information collected by any of our related bodies corporate (within Australia).

Direct marketing materials

We may send you direct marketing communications and information about our products and services that we consider may be of interest to you. These communications may be sent in various forms, including mail, SMS, fax and email, in accordance with applicable marketing laws, such as the *Spam Act 2003*.

If you indicate a preference for a method of communication through an appropriate system, we will endeavour to use that method whenever practical to do so. In addition, at any time you may opt-out of receiving marketing communications from us by contacting us (see the details below) or by using opt-out facilities provided in the marketing communications and we will then ensure that your name is removed from our mailing list for this purpose.

We do not provide your personal information to other organisations for the purposes of direct marketing.

How can you access and correct your personal information?

You may request access to any personal information we hold about you at any time by contacting us (see the details below). Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it (for example, by mailing or emailing it to you).

We may charge you a fee to cover our administrative and other reasonable costs in providing the information to you and, if so, the fees will be the actual cost of administration time and printing spent in fulfilling your request. We will not charge for simply making the request and will not charge for making any corrections to your personal information.

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment, then where possible we will add a note to the personal information stating that you disagree with it.

What is the process for complaining about a breach of privacy?

If you believe that your privacy has been breached, please contact us using the contact information below and provide details of the incident so that we can investigate it.

Our procedure for investigating and dealing with privacy breaches is:

1. When the Privacy Officer becomes aware of the breach or complaint they will reply to the complaint within five (5) business days to acknowledge the request and advise that an investigation is being carried out.

2. The Privacy Officer will let the Executive Director know that an investigation is underway.
3. If the complaint is made by or about the data for a current student of the Institute then the matter will be referred to the Academic Registrar and investigated or resolved under the [SSP007 Student Grievance Policy](#)
4. The Privacy Officer, Academic Registrar or other nominated investigator will review the complaint and may:
 - a) Discuss the matter further with the complainant and request or collect additional information or documentary evidence if appropriate,
 - b) Discuss the matter, consult with or gather statements from any relevant staff or contractors involved in the possible breach or knowledgeable in the systems, subjects, or processes involved in the possible breach,
 - c) Review logs, data, or other system information to better understand the possible breach,
 - d) Benchmark or review procedural documentation and policy to ensure that proper processes were followed and if processes were not followed fix any gaps in the skills or learning of staff involved or resolve any systematic or procedural issues identified,
 - e) Where possible fraud, gross misconduct, or breach of another Institute policy has been identified in the investigation the matter will be referred to the Executive Director and/or relevant management staff for investigation under any other relevant policy.
5. Where possible, privacy breach complaints must be resolved within fifteen (15) working days of the complaint being made, and where this timeframe is not feasible the Privacy Officer will write to the complainant within the standard fifteen (15) day timeframe and let them know the revised timeline for the investigation and the reasons for the delay or extension to the timeframe.
6. The Privacy Officer will write to the complainant again at the end of the investigation to let them know the outcome of the investigation process, and where a breach is found to have occurred to apologise and assure rectification of the issue.
7. The Privacy Officer will report the outcomes of any privacy complaints and investigations to the Executive Director who will ensure that any gaps in processes, systems or policy are resolved minimise or eliminate any further possible breaches as soon as practicable.

For breaches in health information for clients and research participants, additional steps and or reporting may apply and the breach or potential breach will be managed in accordance with the Health Records Act 2001 under the [HRP004 Collection Management and Storage of Health Information and Human Research Data Policy](#)

Do we disclose your personal information to anyone outside Australia?

We may disclose personal information to our related bodies corporate and third party suppliers and service providers located overseas for some of the purposes listed above.

We take reasonable steps to ensure that the overseas recipients of your personal information do not breach the privacy obligations relating to your personal information.

We may disclose your personal information to entities located outside of Australia, including the following:

- our data hosting and other IT service providers, noting that some cloud service providers may store data in several countries; and
- other third parties located in another country at your request (e.g. for the purposes of international health practitioner registration)

Security

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form.

Personal information is destroyed or de-identified when no longer needed.

As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online.

We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

Links

Our websites may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website.

Third party websites are responsible for informing you about their own privacy practices.

Contacting us

If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please use the contact link on our website or contact our Privacy Officer using the details set out below.

We will treat your requests or complaints confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in timely and appropriate manner.

Please contact our Privacy Officer at:

Privacy Officer

The Cairnmillar Institute

Post: 391-393 Tooronga Road, Hawthorn East, Victoria 3123, Australia

Tel: +61 3 9813 3400

Email: corporate@cairnmillar.org.au

Changes to our privacy policy

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on our website.

This privacy policy was last updated on **12 July 2019**.

Resources and References

Legislative and compliance framework relevant to the development of this policy:

- [Australian Privacy Principles and APP Guidelines](#)
- [The Privacy Act 1988](#)
- [Higher Education Support Act 2003 and Guidelines](#)
- [Norton Rose Fulbright - Privacy Compliance Manual](#)