

Student Privacy Information Sheet

CHARLTON BROWN.

*Charlton Brown information and has put procedures in place to ensure that your privacy is safeguarded. The Charlton Brown document, **Privacy Policy**, outlines how we manage your personal information in accordance with the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (referred to as 'The Act') effective from 12th March 2014.*

Charlton Brown may, from time to time, review and update the Privacy Policy to take account of new laws and technology, changes to the Colleges' operations and practices and to make sure it remains appropriate to the changing College environment.

--- This **Student Privacy Information Sheet** further explains the policy ---

What personal information does Charlton Brown hold about you?

Charlton Brown requires you to provide personal information as either part of your enquiry and/or enrolment process. This personal information normally includes details such as your name, date of birth, gender, cultural diversity, education, study reasons, employment details and known disabilities.

You will also be asked to provide contact details such as your home address, postal address, home, work and mobile telephone numbers and your e-mail address.

In relation to your Programs your personal information involved with enrolment is stored and accessible via Charlton Brown Student Management System.

What are the consequences if you do not provide your personal information?

It is essential that Charlton Brown is able to accurately record your personal information so that we can provide appropriate and timely information and advice regarding the education programs we offer. If you do not provide us with your relevant personal information, we may be limited in our ability to provide you with the correct and relevant information you require in order to make the most appropriate choices regarding your educational options.

How does Charlton Brown use your personal information?

- Charlton Brown uses your personal information for a number of purposes including:
- providing you with relevant information about our programs
- verifying your residency status in relation to the funding of our programs
- performing administrative tasks such as managing your enrolment record
- complying with legislative and regulatory requirements
- planning, developing and informing you of services and products relevant to you

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How does Charlton Brown protect your personal information?

Charlton Brown accepts its responsibility to protect your personal information from misuse, loss, unauthorised access, modification or disclosure. This includes all of your personal information, irrespective of how it is acquired.

At Charlton Brown, your personal information is protected through physical, electronic and procedural safeguards. Most of your personal information is placed in your Student File and is only accessed on a "need-to-know" basis by authorized staff.

Student records are stored in a secure area and only authorized staff have access. Some of your personal information is also stored electronically through either the College's Student Management System. Access to this information is limited and requires logins and passwords.

Charlton Brown does not release or disclose your personal information except where you have given explicit and signed consent to do so e.g. Centrelink or Employment Agencies. A copy of your signed consent is kept on your student file together with the information that has been requested. Where such information is released or disclosed the providers and organizations receiving your personal information are also required to manage your personal information in accordance with the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

From time to time, we use student information for the purposes of research, planning and quality auditing. Where this occurs, no personal details are released and individual information is de-identified.

Transborder Data Flows

Protecting your privacy when sending personal information interstate or overseas.

The privacy laws are designed to protect your privacy Australia-wide. Where it is necessary for Charlton Brown to send personal information outside Australia, Charlton Brown will take steps to protect your privacy in accordance with the Australian Privacy Principles.

Disclosing Your Personal Information to Third Parties

Charlton Brown may need to release/disclose personal information about you to relevant organisations. These may include, but are not limited to:

- Centrelink, QTAC and other Government Agencies

These organisations are also required to manage your personal information in accordance with the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Protecting your privacy when visiting our website

When you visit our website, our web server collects information about all of our users collectively. This includes information such as the areas visited most frequently and allows us to improve the content of our web site.

This information is not shared with other organisations for commercial purposes. Our web server does not collect your e-mail address or any user-specific information on the pages you have visited.

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If you e-mail us from the website, your e-mail address will be recorded but will not be disclosed to any other party and will not be added to a mailing list.

Charlton Brown does not use any form of encryption to protect the information you send to us through the internet. If you are submitting personal information over the internet which you wish to remain private, please note that while all attempts are made to secure information transmitted to this site, there is a possibility that information you submit could be observed by a third party while in transit.

Whenever a page is sent to you via the internet, a cookie (an electric token) is passed to your browser and your browser passes it back to the server. We do not use cookies to collect personal information or to track your activities. However, our website contains links to other sites that may use cookies or other tracking devices. Charlton Brown is not responsible for the privacy of these sites.

Complaints regarding a breach of your privacy

If you believe that your privacy has been breached, you can communicate your concerns in writing to the Chief Executive Office of Charlton Brown, Level 4, 102 Adelaide street, Brisbane Q 4000..

Your complaint will be investigated and you will receive a response to your complaint.

Gaining access to your personal information at Charlton Brown

In accordance with the Privacy Amendment (Enhancing Privacy Protection) Act 2012, you are entitled to request access to the personal information we hold about you.

In particular, you are entitled to:

View your personal information record

- Be provided with a summary of this record
- Be provided with a copy and or print-out of this record

To access your personal information, it is necessary for Charlton Brown to firstly verify your identity. Photocopied identification documents are acceptable; however an original signature must accompany them.

All requests to access your personal information must be made in writing. On receipt of your request, Charlton Brown will:

- Acknowledge your request within 14 days
- Provide you with an estimate of administrative costs
- Provide you with an estimated time-frame of providing your requested information

How much will it cost to access your personal information?

You will not be charged for making a request to access to your personal information. However 'The Act' allows Charlton Brown to charge for the costs reasonably associated with providing you access to your personal information.

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How long will it take to obtain access to your personal information?

You will receive a response within 14 days. However this time may be extended if the request is unusually complex or if there are difficulties in accessing some of the information requested. In this case, you will be advised of the expected time frame.

Can requests be denied?

Normally your request for access to personal information will be granted but in some instances, your request may be denied. This may be for several reasons, including where access involves:

- Frivolous or vexatious requests
- Personal information that is involved in current or potential legal proceedings
- Personal information that affects the privacy of others

In these instances, Charlton Brown will advise you of the reasons for denying your request. You may also be offered the option of receiving part of the information requested.

Request for further information

On request, Charlton Brown will take reasonable steps to provide you with further information about what sort of personal information it holds, for what purposes and how it collects, holds, uses and discloses that information.

How can you ensure that your personal information is accurate, complete and up to date?

You may update your personal information at any time. If you believe that your personal information is incomplete, inaccurate, or out of date, please contact us and we will endeavour to rectify the situation. Such a request is normally made in writing and once your identity has been verified, your details can be amended.

For further information about this policy or accessing your personal information, contact:

Student Service
Charlton Brown
Level 4, 102 Adelaide Street
Brisbane Q 4000

Phone: 07 3216 0288

Email: studetnservices@charltonbrown.edu.au