

PRIVACY POLICY

1. Purpose

This policy establishes the principles and procedures that applies to the collection, use and disclosure of personal information by Ikon Institute of Australia (Ikon). Ikon is committed to handling personal information in accordance with the Australian Privacy Principles set out in the *Privacy Act 1988 (Cth)*.

2. Scope

This policy applies to students, staff, contractors, agents, service providers, member of all Ikon Boards and their Committees, and any other parties.

3. Related Documents

This policy should be read in conjunction with the following documents:

- Records Management Policy
- Student Code of Conduct
- IT Usage and Security Policy

This policy and related documents can be accessed via the student and/or staff policy libraries.

4. Definitions

“**Staff**” includes employees, consultants and contractors, agency staff, alumni, members of Ikon committees and any other person appointed or engaged by Ikon to perform duties or functions for Ikon.

“**Student**” includes prospective students who have had some interactions with Ikon (e.g. via an agent), current students (irrespective of mode of participation) and past students.

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5. Principles

5.1 The Australian Privacy Principles (APPs) are the cornerstone of the privacy protection framework in the *Privacy Act 1988* and as amended pursuant to the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Privacy Act).

5.2 There are 13 Australian Privacy Principles, and they govern the standards, rights and obligations around:

- the collection, use and disclosure of personal information
- an organisation or agency’s governance and accountability
- integrity and correction of personal information
- the rights of individuals to access their personal information

5.3 Ikon's dealings with a student are regarded by Ikon as private. Ikon shall not disclose its dealings with a student to any other persons or body without the student's permission except as required by law.

5.4 Staff and students are entitled to confidentiality and privacy with respect to information which is personal to them. Staff have a duty to maintain the confidentiality, integrity and security of such information to which they have access in the normal course of their duties.

- 5.5 Staff shall only release information that they are authorised to release in the course of their duties and shall not release information in a manner which is misleading, or which is likely to be misused.
- 5.6 Most personal information collected by Ikon is collected directly from the person to whom it relates. Personal information relating to a prospective student's academic record may be obtained from other bodies, as consented to by the student signing a statement on the application form authorising Ikon to obtain such information if it is required. Similarly, personal information may be obtained from the referees of people seeking employment with Ikon. Again, the person's permission will be obtained to do this.
- 5.7 Ikon may obtain the current contact details of graduates of Ikon from third parties without the graduates' knowledge or permission. Ikon may use that information to make contact with those graduates to provide them with the opportunity to maintain contact with Ikon and access alumni services.
- 5.8 Ikon may obtain the current contact details of students of Ikon from third parties or applicants to Ikon without their knowledge or permission. The information is to make contact with those persons to offer services of Ikon.
- 5.9 Ikon may contract with outside organisations to use or store the personal information of students or staff, and it may also contract for the processing of some personal information. All such contracts identify that the entities will be bound by the same legislation as applicable to Ikon at any time, or that the contractors must not do anything which would place Ikon in breach of its legal obligations.
- 5.10 Most personal information is provided to Ikon by the person to whom it relates, and it is therefore assumed to be accurate. Ikon policies (e.g. admissions policies) stipulate that students are responsible for the accuracy of their personal information and, through Ikon's learning management system (Canvas), are able and encouraged to amend their personal information as it changes. Students are required to confirm their personal details at that stage of enrolment each year.
- 5.11 Some personal information may be verified before decisions based upon it are made. Such checks may include contacting referees before appointing or promoting staff and verifying the academic and other qualifications of students seeking enrolment at Ikon. In cases of alleged misconduct involving staff or students, there are prescribed processes for establishing the provenance of personal information relevant to particular cases.
- 5.12 Organisational functions are to only collect personal information that is directly related to the work of their unit and that, as a consequence, do not unreasonably intrude into people's personal affairs.
- 5.13 Only the functions that use personal information, collected by Ikon, for purposes other than the direct purpose for which it was collected are the Sales and Marketing teams. These functions use the personal information of students and prospective students for market research purposes, Ikon promotion and alumni relations.
- 5.14 Some functions of Ikon use personal information, usually in aggregated format so that a particular person could not be identified, for quality assurance purposes. Such use of personal information would be for a purpose related to that for which the information was collected.
- 5.15 People can generally visit Ikon website without revealing who they are or providing any personal information. Ikon shall not collect any personal information about visitors to Ikon websites except when such visitors take steps to provide personal information to us (for example, by logging in to the website or when submitting an enquiry with your contact details). Information provided through the Ikon website shall be collected, held, used and disclosed in accordance with this policy.
- 5.16 Ikon uses third party services (including Google Analytics) to undertake demographic analysis of visitors to our website and to display advertisements on third-party websites.

PROCEDURE

6. Disclosure

Ikon shall use or disclose personal information as follows:

- 6.1 To provide the products, services or information have requested from Ikon, including for the purposes of enrolment, assessing academic progress, tracking attendance, providing pastoral care (if applicable), issuing results, and providing certificates of completion and testamurs, for course(s) and program(s) of study. Ikon may also disclose information to third parties where they have been retained by Ikon to assist us with functions such as the recruitment of students, providing student support services (including student satisfaction surveys), the placement of students into internships, work experience or employment, providing overseas student health cover to students (if applicable), promoting or recognising Ikon qualifications and the administration of contracts or undertaking auditing or compliance programs.
- 6.2 To register students and staff for, and to administer, events, promotions or competitions.
- 6.3 To verify to third parties who make enquiries of Ikon as to whether individuals have completed a course or program of study at Ikon, where a potential employer is verifying a qualification or claimed qualification or enrolment, or a course or program of study is being supported by an employer or undertaken in conjunction with current employment or where a professional association is verifying a qualification or claimed qualification.
- 6.4 To comply with our legal and regulatory obligations, including disclosure and reporting to Commonwealth, State and Territory government agencies for planning, evaluative, administrative and funding purposes. This includes:
 - disclosure and reporting to Commonwealth and State government agencies (including State training authorities) for the purpose of administering entitlements to financial assistance under Commonwealth and State government programs for supporting students such as FEE-HELP.
 - disclosure to government agencies with responsibility for administering and regulating education and training providers in Australia such as the Tertiary Education Quality Standards Agency (TEQSA), the Department of Education, Skills and Training, and the Tuition Protection Service (TPS).
 - disclosure to government agencies or government-appointed providers with responsibility for reviewing and analysing student and other stakeholder feedback, including those administering the Quality Indicators for Teaching and Learning (QILT).
 - disclosure to government agencies with responsibility for administering immigration and student visa arrangements (including disclosure of suspected breaches of student visa conditions and statistical information requested in relation to agent immigration performance).
- 6.5 To assist Ikon in making our sites, services and products more accessible and valuable to our students and clients.
- 6.6 To perform various administrative or management functions including administering billing and debt recovery; training of staff and contractors and managing their work performance and career progression; quality assurance and evaluation; maintenance and testing of information technology systems; obtaining advice from consultants and professional advisers; and management of legal liabilities and claims (including liaising with legal representatives and insurers).
- 6.7 Ikon may disclose personal information to overseas recipients where Ikon has taken reasonable steps to ensure that the overseas recipient does not breach the Australian Privacy Principles in relation to your personal information.

7. Access to or Correction of Personal Information

- 7.1 Generally, if you are a student or client and have a simple enquiry about your personal information (such as confirming your current contact details or confirming results from your course or program) please contact the Student Experience team.
- 7.2 You are entitled to access your personal information held by Ikon on request. To request access to your personal information, please contact the Ikon Privacy Officer using the contact details set out below. In limited circumstances, access to your personal information may be declined in accordance with the Australian Privacy Principles. You shall not be charged for making a request to access your personal information, but you may be charged for the reasonable time and expense incurred in compiling information in response to your request.
- 7.3 Ikon endeavours to keep your personal information accurate, up-to-date and complete. You can assist us with this by letting us know if you notice errors or discrepancies in information Ikon holds about you and letting us know if your details change. However, if you consider any personal information Ikon holds about you is inaccurate, out-of-date, incomplete, irrelevant or misleading you are entitled to request correction of the information. After receiving a request from you, Ikon shall take reasonable steps to correct your information.
- 7.4 If you wish to have your personal information removed from our records, you may request that your personal information be deleted or destroyed. It shall not always be possible to comply with your request to delete or destroy your personal information (for example, records of a course or program of study you have undertaken shall be retained by Ikon for the period(s) that are specified by applicable legislative and regulatory requirements).
- 7.5 Ikon may refuse requests to access, correct or delete personal information in certain circumstances. If Ikon refuses such a request, Ikon shall provide the reason for the decision and, in the case of a request for correction, Ikon shall include a statement with the personal information about the requested correction.

8. Dealing with Privacy Concerns

- 8.1 If you have contacted us and your question or concern has not been resolved to your satisfaction, you may make a complaint to Ikon's Privacy Officer using the contact details set out below.
- 8.2 Ikon shall consider and respond to your complaint within a reasonable period. If you are not satisfied with our response to a complaint, or you consider that Ikon may have breached the Australian Privacy Principles or the *Privacy Act*, you are entitled to make a complaint to the Office of the Australian Information Commissioner.
- 8.3 The Office of the Australian Information Commissioner can be contacted by telephone on 1300 363 992, full contact details can be found online at www.oaic.gov.au.

9. Contacting Ikon's Privacy Officer

- 9.1 The Ikon Privacy Officer can be contact via privacy@ikon.edu.au or by phone on 1300 000 933.

10. Notification to the Privacy Commissioner

- 10.1 Ikon is obliged to notify the Privacy Commissioner of breaches of privacy through the *Privacy Amendment (Notifiable Data Breaches) Act 2017*, which establishes a mandatory data breach notification scheme in Australia.

11. Publication

- 11.1 This policy is published in the student and/or staff policy libraries..

Policy Information & History

Policy Category	Corporate, Governance
Policy ID	GO006A
Approved by	Board of Directors
Date of Approval	23 November 2021
Endorsed by	CEO
Date of Endorsement	2 November 2021
Previous Versions	New policy
Next Review Date	November 2024
Government Legislation	Tertiary Education Quality and Standards Agency Act 2011 Higher Education Standards Framework (Threshold Standards) 2021 Higher Education Support Act 2003 National Code 2018 Privacy Act 1988 (Cth) Privacy Amendment (Enhancing Privacy Protection) Act 2012 Privacy Amendment (Notifiable Data Breaches) Act 2017
Responsible Officer	CEO
Benchmarking:	External referencing activities were conducted against comparable providers and best practice using publicly available information for: Australian College of Applied Professions, Kaplan Business School, Charles Sturt University, Canberra Institute of Technology, and University of Wollongong.