

Privacy Policy

Policy Information

Policy Name:	Privacy
Policy Number:	065
Current Version:	2.1 – 22/08/2011
Purpose:	The purpose of this policy is to establish a framework for the responsible collection and handling of personal information at Southbank Institute of Technology (SBIT).
Scope:	This policy applies to all Officers of the Institute
Exceptions:	Nil
Policy Owner:	Director, Corporate Services
Policy Author:	Manager, Business Process, Kim Grady
Related policies and legislation:	<ul style="list-style-type: none"> ▪ Information Privacy Act 2009 http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/I/InfoPrivA09.pdf ▪ Public Records Act 2002 http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/P/PublicRecA02.pdf ▪ Right to Information (RTI) Act 2009 http://www.legislation.qld.gov.au/Acts_SLs/Acts_SL_R.htm ▪ Financial and Performance Management Standard 2009 http://www.legislation.qld.gov.au/LEGISLTN/SLS/2009/09SL104.pdf
Internal procedures guided by this policy:	<ul style="list-style-type: none"> ▪ SBIT Procedure No. 1210 – Privacy Procedure ▪ SBIT Procedure No. 1211 – Administrative Access Procedure ▪ SBIT Procedure No. 1203 – Client Feedback (Have Your Say) Procedure ▪ SBIT Procedure No. 8410 – Staff Complaints Procedure

Policy

1.0 Background

In July 2009 the Queensland Government enshrined in legislation through the *Information Privacy Act 2009* what was previously known as Information Standard 42 - Information Privacy (IS 42).

The *Information Privacy Act 2009* establishes 11 Information Privacy Principles (IPPs) which SBIT must comply with.

The aim of the Principles is to minimise the risk of misuse of personal information.

The Information Privacy Principles also allow individuals to exercise a reasonable degree of control over what happens to their personal information.

Information Privacy Principles cover five areas of managing personal information:

- IPP No. 1 – 3 Collecting personal information
- IPP No. 4 Storage and Security personal information
- IPP No. 5 – 7 Accessing and Amending personal information
- IPP No. 8 – 10 Using personal information
- IPP No. 11 Disclosing personal information

For requests for information other than your own personal information refer to SBIT internet http://www.southbank.edu.au/site/righttoinformation/access_information.asp.

2.0 Policy Statement

Personal information held by Southbank Institute of Technology (SBIT) will be responsibly and transparently collected and managed (including any transfer or sale of personal information held by SBIT to other agencies, other levels of Government or the private sector) in accordance with the requirements of the Information Privacy Principles outlined in the *Information Privacy Act 2009*.

3.0 Objectives

3.1 Collection of personal information

In implementing this policy SBIT intends to achieve the following outcomes with respect to the collection of personal information:

- SBIT will only collect personal information that is relevant and necessary to our business
- SBIT will not keep personal information we do not need unless we are legally required to do so. We may be required to keep records for standard periods of time for reasons relating to auditing, fraud prevention or other reasons.
- SBIT will not collect personal information by unlawful or unfair means.

If SBIT collects information from our clients, SBIT will inform the client;

- Why the information is being collected
- How we will use that information,
- Who else we usually give the information to.

This is most commonly achieved through a privacy notice.

3.2 Storage and security of personal information

Personal information provided by staff and clients (whether hard copy or electronic) will be stored securely.

SBIT will protect the personal information we hold from misuse and loss, and from being disclosed to or viewed or changed by people who are not authorised to do so.

3.3 Access and alteration of personal information

a. Access to personal information

SBIT will make available details on what personal information we hold and how we use that information upon request. Refer to SBIT internet site http://www.southbank.edu.au/site/righttoinformation/access_information.asp#AccessToOrAmendment.

Students can access their personal information details via the "Student Self Service" on the SBIT internet website or by contacting the Institute on 13 72 48 or visiting the Student Services Centre. This information will be provided free of charge.

Current government employees can access their employment records under *Public Service Regulation 2008 Part 3 s14*. Under s14 employees may inspect, take extracts from, or obtain copies of their employee records. To do so employees should contact the Strategic HR Unit.

If asked, SBIT will tell clients what information we hold about them unless there are important public interest reasons not to as detailed in the *Information Privacy Act 2009* or other relevant legislation. This may happen when:

- We can not tell you without breaching someone else's privacy;
- We can not tell you without endangering an investigation or legal action; or
- There are other important reasons.

b. Alterations to personal information

SBIT will only make changes to personal information under instruction from a person authorised to make those changes.

Students can make alterations to their own personal information details via the "Student Self Service" on the SBIT internet website or lodging a "Have Your Say" request.

SBIT staff can make alterations to their personal information details by discussing their requirements with their HR Officer.

If SBIT is not willing to amend personal information requested by an authorised person for whatever reason, SBIT will record the request if requested by the authorised person.

3.4 Use of personal information

SBIT will make every effort to ensure personal information is accurate before its use.

SBIT will only use the parts of the personal information that are directly relevant to fulfilling the particular purpose required.

SBIT will only use personal information for activities which are directly related to the original reason we collected it, unless:

- We have the permission of the person that the information concerns;
- It will lessen a serious and imminent threat to a person's life or health;
- It is required or authorised by law;
- Law enforcement;
- Directly related purpose;
- Research and statistics

3.5 Disclosure of personal information

SBIT will not disclose personal information to an entity (other than the individual the subject of the personal information) unless:

- Prior agreement;
- Serious threat to health, safety or welfare
- It is required or authorised under a law;
- Law enforcement;

- Research and statistics

If SBIT does release information for activities which are not directly related to the original reason the information was collected for, a record of the disclosure will be noted.

4.0 Complaints about SBIT's handling of personal information

SBIT has several methods of receiving complaints. Whichever method is used a process has been documented for our staff to follow to ensure quick resolution.

Students (past or present) can lodge a verbal or written complaint with any SBIT staff member or lodge a "Have Your Say" via the internet or through the Student Administration & Service Centre.

Staff can lodge a written complaint with any SBIT Manager.

Glossary of Terms/Definitions

Terms	Definitions
HYS	Have Your Say; procedure for students to provide feedback on the products or services offered by Southbank Institute of Technology
IPP	Information Privacy Principles as defined in the Information Privacy Act 2009
Personal information	Personal information can be any information (fact or opinion) that readily identifies a person, such as name, address, age, payroll number, education standards/qualifications, physical characteristics, employment history, financial status, licence number, religion, health information or relationship details.
Privacy Notice	Privacy Notice lets individuals know why their information is being collected and ensures they are fully informed about how SBIT is going to use their information and to whom it will be disclosed.
Student Self Service	Current SBIT students have access to their personal information through the Student Self Service page on SBIT's internet website.

Revision History

Revision Date:	Status: (Draft/Final)	Summary of Changes	Prepared/Approved By:	Revision #:
25/04/2009	Final	Initial document	Manager, Business Process	01
20/09/2010	Final	Updated legislation references	Manager, Business Process	02
22/08/2011	Final	Reviewed with change to policy owner title and new policy template	A/ Manager, Business Process	2.1

Distribution

- SBIT Board Members
- All Directors
- All Managers
- All Staff
- All current and prospective students through the SBIT internet website