



Information Privacy Policy

1 Preliminaries

Commencement

1.1 This policy commenced on 1 April 2024

Purpose

1.2 This policy provides a framework for AGE's collection, use, storage, security and disclosure of higher education students' personal information, and ensures that information collected about students is kept confidential, in accordance with AGE's obligations as a higher education provider.

Application

1.3 This policy applies to all staff and committee members of AGE.

2 Definitions

Personal Information is any information that would allow an individual to be identified, or any information relating to the person's study. This includes name, phone number, email address, address, bank details, nationality, date of birth, education history, physical characteristics, licence, passport number, medical information, student identification numbers, or any other information that can identify an individual.

3 Policy Statement

Objectives

AGE acknowledges its obligations with regards to the collection, use and storage of information within the framework of the Victorian Information Privacy Act 2000 and the Australian Government Privacy Act 1988.

4 Responsibilities

This policy will be made available to students and prospective students by publication on the AGE website (www.guildmusic.edu.au). In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, AGE will advise students on enrolment about this policy, their right to access and revise personal information and how to access it.

Collection of personal information

4.1 AGE shall only collect prospective and enrolled students' personal information that is necessary to carry out its legitimate activities as a higher education provider. Information may be collected by:

- a. Application forms, enrolment forms, consent forms, surveys, feedback forms, assignment extension requests and/or critical incident reports;
- b. Prospective students providing personal information;
- c. Contact forms on the AGE website;
- d. Email, telephone and/or emails;
- e. Social media engagement;
- f. Interviews and auditions;
- g. Consultations with staff; and
- h. Participation in courses, workshops and events offered by AGE.

Information may include:

- a. Names;
- b. Date of birth;
- c. Contact information, including email address, residential address, phone;
- d. Demographic information such as age and gender;
- e. Course of study;
- f. Unique student identifier;
- g. License number, passport number, TFN;
- h. Information about past study, and experience in the industry;
- i. Information about needs affecting study, such as disability or special circumstances; and
- j. Financial information and banking details.

When collecting personal information, AGE shall take reasonable steps to inform the person about:

- a. The identity of AGE and its purpose; and
- b. The purpose of collection.

AGE may also use cookies on the website from time to time for statistical purposes only. Cookies do not give AGE access to users' computers or any information. Users can choose to accept or decline cookies.

Students are required to maintain up to date contact information at all times.

Use and Disclosure

4.2 AGE shall only use or disclose information for the following purposes:

- a. To provide information, educational services to students, and to request information to manage these services, including enrolment, assessment and issuing award documents on completion of a course of study;
- b. To respond to queries regarding the AGE course, requests for advice, and grievances and complaints;
- c. To better understand students' needs, and enable AGE to improve its course and services according to student feedback;
- d. For internal record keeping;
- e. To circulate promotional emails about new courses and services, and information relevant to study at AGE; and
- f. To report on student outcomes.

AGE may provide access to personal information:

- a. AGE obtains written permission from the relevant party to provide access to the information;
- b. Under relevant legislation, and depending on circumstances:
 - Department of Education and Training
 - Department of Home Affairs;
 - Tertiary Education Quality Standards Agency;
 - Centrelink.

Note: AGE may be requested to make personal information available to authorised Australian Commonwealth and State agencies when required. For example, personal information about international students studying with AGE may be shared with the Australian Government and designated authorities, including the Australian Student Tuition Assurance Scheme (ASTAS) and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach of a student visa condition. Personal information may also be collected to assess an individual's entitlement to Commonwealth assistance under the Higher Education Support Act 2003 and to allocate a

Commonwealth Higher Education Student Support Number (CHESSN). AGE will disclose this information to the Department of Education for these purposes.

The Department will store the information securely in HEIMS or the FEE-HELP IT System. The Department of Education may disclose information to the Australian Taxation Office. Personal information gathered for these purposes will not otherwise be disclosed without the individual's consent unless required, or authorised by law.

Data Quality

4.3 AGE shall take all reasonable steps to make sure that personal information is accurate, complete and up-to-date at the time of collection and use, and that any personal information collected is not misleading.

5 Procedure

Data Storage and Security

5.1 AGE shall take all reasonable steps to ensure personal information is suitably and securely stored. Staff are expected to follow the Student Records Management Policy to safeguard and secure information and protect it from misuse, loss, and unauthorised access.

However, information transmitted over the internet cannot be guaranteed to be secured. Therefore, AGE cannot guarantee the security of electronic information transmitted or received.

Openness

5.2 AGE shall make available, on request, our Information Privacy Policy. We shall also, on request and within reason, inform an individual of:

- a. The type of personal information we collect and hold;
- b. The purpose for this information;
- c. The method by which it is collected; and
- d. How it is used and disclosed.

Access and Correction

5.3 If requested, AGE shall give individuals access to personal information held by AGE. If requested, free of charge, and will provide an opportunity to revise or correct information. A copy shall also be provided on request. Access is provided on the condition that none of the following exceptions apply:

- a. in the case of personal information other than health information - providing access would pose a serious and imminent threat to the life or health of any individual;
- b. in the case of health information - providing access would pose a serious threat to the life or health of any individual;
- c. providing access would have an unreasonable impact upon the privacy of other individuals;
- d. the request for access is frivolous or vexatious;
- e. the information relates to existing or anticipated legal proceedings between AGE and the individual, and the information would not be accessible by the process of discovery in those proceedings;

- f. providing access would reveal the intentions of the organisation in relation to negotiations with the individual in such a way as to prejudice those negotiations;
- g. providing access would be unlawful;
- h. denying access is required or authorised by or under law;
- i. providing access would be likely to prejudice an investigation of possible unlawful activity;
- j. providing access would be likely to prejudice the prevention, detection, investigation, prosecution or punishment of criminal offences, breaches of a law imposing a penalty or sanction or breaches of a prescribed law;
- k. the enforcement of laws relating to the confiscation of the proceeds of crime;
- l. the protection of the public revenue;
- m. the prevention, detection, investigation or remedying of seriously improper conduct or prescribed conduct;
- n. the preparation for, or conduct of, proceedings before any court or tribunal, implementation of its orders by, or on behalf of, an enforcement body;
- o. an enforcement body performing a lawful security function asks the organisation not to provide access to the information on the basis that providing access would be likely to cause damage to the security of Australia.

When requesting access to personal information, individuals shall:

- p. request to access their personal information formally in writing;
- q. provide two (2) acceptable forms of identity;
- r. advise what format they require the information;
- s. provide data storage, if necessary; and
- t. allow 14 working days for processing.

AGE may choose to charge a reasonable fee to make a copy of personal information.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Identifiers

5.4 AGE shall not assume, as its own identifier of a person, an identifier that has been assigned by:

- a. A Government agency or agent
- b. A contracted service provider for a Commonwealth Contract.

Note: A person's name or ABN number is not considered to be an identifier.

Trans-border Data Flow

5.5 AGE shall only transfer personal information to a foreign company if:

- a. The foreign recipient has similar compulsory privacy limitations;
- b. We have obtained the individuals permission; or

- c. It is necessary to conduct business which involves the individual

Sensitive and Health Information

5.6 AGE shall not collect personal information that is of a sensitive nature unless prior permission has been sought from the individual.

6 Related Legislation Documents

Institute Documents

6.1 Student Records Management Policy.

Applicable External Standards and Codes

6.2 This policy and procedure complies with the following standards and codes:

- **The Privacy Act 1988** ([Federal Register of Legislation - Privacy Act 1988](#))

Standards/Code	Standards/Clauses
Higher Education Standards Framework (Threshold Standards) 2021 www.legislation.gov.au/Details/F2021L00488	Under Standard 7.3
National Code of Practice for Providers of Education and Training to Overseas Students 2018 www.legislation.gov.au/Details/F2017L01182	

7 Feedback

1.1 AGE staff and students may provide feedback about this document by emailing support@guildmusic.edu.au for such feedback to be incorporated into a future review.

8 Approval Details

Approval Review	Details
Governing authority	Board of Directors
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Endorsed by	Board of Directors
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9 Appendices

N.A