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## Privacy Policy

### 1. Purpose

The purpose of this policy is to outline how SGSCC collects, uses, discloses, and manages personal information in accordance with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth). This policy is designed to protect the privacy of individuals and ensure that personal information is handled in a secure and responsible manner.

### 2. Scope

This policy applies to all SGSCC staff, students, contractors, and any other individuals or entities that handle personal information on behalf of SGSCC. It covers all personal information collected, used, stored, and disclosed by SGSCC in both digital and physical formats.

### 3. Definitions

- **Personal Information:** Information that identifies or could reasonably identify an individual.
- **Sensitive Information:** Includes racial or ethnic origin, political opinions, religious beliefs, health or disability status, etc.
- **Student Record:** Information collected for enrolment, training delivery, support, and compliance reporting.

### 4. Policy Statement

SGSCC is committed to protecting the privacy of personal information and ensuring that it is handled in a manner that is compliant with the Privacy Act 1988 and the APPs. SGSCC will only collect, use, and disclose personal information that is necessary for its functions and activities, and will do so in a transparent, secure, and lawful manner. SGSCC will safeguard data, gain informed consent, and ensure that students have access to and control over their personal information.

### 5. Collection of Personal Information

- **Types of Information Collected:** SGSCC may collect personal information such as names, contact details, date of birth, gender, emergency contact details, educational history, employment history, and financial information. In some cases, SGSCC may also collect sensitive information with the individual's consent, or as required by law.
- **Methods of Collection:** Personal information may be collected directly from individuals

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through forms, online portals, email communications, phone calls, and face-to-face interactions. Information may also be collected from third parties such as previous educational institutions or employers, with the individual's consent.

- **Purpose of Collection:** SGSCC collects personal information for purposes including, but not limited to, student enrolment, course administration, staff employment, compliance with legal obligations, and providing services to students and stakeholders.

## 6. Use and Disclosure of Personal Information

- **Use of Information:** SGSCC will use personal information for the primary purpose for which it was collected, or for related secondary purposes that the individual would reasonably expect. Examples include processing enrolments, providing educational services, managing employment relationships, and communicating with students and staff.
- **Disclosure of Information:** SGSCC may disclose personal information to third parties such as ASQA, NCVET for VET compliance reporting, government funding bodies (Smart and Skilled, ACE, NSA) government agencies, regulatory bodies, educational partners, and service providers, where necessary to fulfill its obligations or as required by law. SGSCC will take reasonable steps to ensure that these third parties protect personal information in accordance with this policy and the APPs.
- **Overseas Disclosure:** If SGSCC needs to disclose personal information to an overseas recipient, it will take reasonable steps to ensure that the recipient complies with the APPs or equivalent privacy standards.

## 7. Data Security and Storage

- **Data Security:** SGSCC will implement appropriate technical and organizational measures to protect personal information from unauthorized access, misuse, loss, alteration, or destruction. This includes physical security measures for paper records and secure IT systems for digital records.
- **Storage:** Personal information will be stored securely, either on SGSCC premises or through secure cloud services. SGSCC will retain personal information only for as long as it is needed for the purpose for which it was collected, or as required by law.
- **Data Breach Response:** In the event of a data breach that compromises personal information, SGSCC will take immediate steps to contain the breach, assess the risks, notify affected individuals and the Office of the Australian Information Commissioner (OAIC) if required, and take measures to prevent future breaches.

## 8. Access to and Correction of Personal Information

- **Access:** Individuals have the right to request access to the personal information SGSCC holds about them. SGSCC will provide access to the information unless there is a lawful reason to refuse the request. Requests for access should be made in writing to the Privacy Officer.
- **Correction:** SGSCC will take reasonable steps to ensure that personal information is accurate, complete, and up-to-date. Individuals have the right to request the correction of their personal information if they believe it is incorrect. SGSCC will correct the information or, if there is a reason not to, provide the individual with a written explanation.

## 9. Anonymity and Pseudonymity

Where practicable, individuals have the option of remaining anonymous or using a pseudonym when dealing with SGSCC. However, in some cases, it may be impracticable for SGSCC to provide services or fulfill its functions without knowing the individual's identity.

## 10. Complaints and Inquiries

- **Complaints:** Individuals who believe their privacy has been breached can make a complaint to SGSCC's Privacy Officer. SGSCC will investigate all complaints and respond in a timely manner. If the individual is not satisfied with the response, they may escalate the complaint to the OAIC.
- **Inquiries:** Any inquiries regarding the handling of personal information or requests for access or correction should be directed to the Privacy Officer.

## 11. Monitoring and Review

This policy will be reviewed annually by the CEO and the Privacy Officer to ensure it remains compliant with legal requirements and effective in protecting personal information. Any updates to the policy will be communicated to staff, students, and other stakeholders.

## 12. Compliance

- **Legal Compliance:** SGSCC will ensure that all handling of personal information complies with the Privacy Act 1988 and the APPs. Non-compliance with this policy by any staff member may result in disciplinary action, up to and including termination of employment.
- **Training:** SGSCC will provide regular training to staff on privacy obligations and best practices in handling personal information.

## 13. References

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- Privacy Act 1988 (Cth)
- Australian Privacy Principles (APPs)
- Office of the Australian Information Commissioner (OAIC) Guidelines
- SGSCC Code of Conduct
- SRTOs 2025, Standard 2.1 and 4.1 which cover transparency, student information, and governance integrity.
- National Code 2018 – Standard 3. Formalisation of Enrolment and Written Agreements
- National Code 2018- Standard 6. Student Support Services
- National Code 2018 – Standard 8. Complaints and Appeals
- National Code 2018 – Standard 10. Monitoring Course Progress: