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Privacy Policy for CRICOS Provider

Policy Overview

St George and Sutherland Community College (SGSCC) is committed to protecting the privacy and confidentiality of personal information collected from international students enrolled under its CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students) registration. This policy ensures compliance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), the Education Services for Overseas Students (ESOS) Act 2000, and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018).

This policy outlines how SGSCC collects, stores, uses, and discloses personal information while ensuring data security and student rights in relation to privacy.

Purpose and Rationale

The purpose of this policy is to:

- Ensure compliance with privacy legislation in handling international student information.
- Protect the confidentiality, integrity, and security of student data.
- Outline how personal information is collected, stored, used, and shared in compliance with the Privacy Act 1988 and National Code 2018.
- Provide students with access to their personal information while maintaining data security.
- Ensure that personal data is only shared with authorised personnel and government agencies when legally required.

This policy applies to all international students enrolled at SGSCC and staff involved in handling student records, enrolments, finance, and compliance reporting.

Procedures and Implementation

1. Collection of Personal Information

SGSCC collects personal information for the purpose of student enrolment, course administration, visa compliance, and support services. Information collected includes:

Category	Examples of Personal Information Collected
Personal Details	Full name, date of birth, contact details (address, phone number, email), emergency contacts
Identity Documents	Passport, visa details, Unique Student Identifier (USI)
Academic Records	Enrolment details, attendance records, course progress, assessment results
Financial Information	Tuition fees, payment history, refund requests
Health & Welfare	Medical certificates (for course deferrals), disability support requirements

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RTO: 7091 • CRICOS Provider No: 03122K • NDIS Registered Provider: 4050004600 • ABN: 89 753 440 576

Category	Examples of Personal Information Collected
PRISMS Data	Records required under the Provider Registration and International Student Management System (PRISMS)

Personal information is collected through enrolment forms, student support services, financial transactions, and government reporting requirements.

2. Use of Personal Information

- Personal information is used for the following purposes:
- Processing student applications and enrolments.
- Maintaining academic and attendance records.
- Managing student visa requirements under the ESOS Act 2000.
- Reporting to government agencies such as PRISMS, Department of Home Affairs, ASQA.
- Processing tuition fee payments, refunds, and financial records.
- Supporting student welfare, academic progress, and intervention strategies.
- Complying with regulatory audits and legal obligations.

Personal data will not be used for marketing purposes without the student's explicit consent.

3. Storage and Security of Personal Information

SGSCC ensures that all student information is securely stored and protected against unauthorised access, modification, or disclosure.

Electronic Records

- Stored in SGSCC's student management system (SMS).
- Protected by password encryption, firewalls, and access controls.
- PRISMS data is stored in government-secured systems with restricted access.
- Regular system backups to prevent data loss.

Physical Records (if applicable)

- Kept in locked filing cabinets with restricted staff access.
- Only accessible to authorised SGSCC personnel.

Security Measures

- Access is role-based (only relevant staff can access certain records).
- Regular security audits and training to ensure compliance.
- Staff are required to sign confidentiality agreements when handling sensitive student data.

4. Disclosure of Personal Information

SGSCC will only disclose student personal information in the following cases:

- To Government Authorities: Required under the ESOS Act for compliance reporting to the Department of Home Affairs, ASQA, PRISMS, and other regulatory bodies.
- To Student-Authorized Individuals: If a student provides written consent to share their information with a third party (e.g., education agents, family members).
- For Legal and Safety Reasons: Where disclosure is required by law (e.g., court orders, visa

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compliance) or in cases of emergency affecting a student's health or safety.

- To Third-Party Service Providers: Where SGSCC contracts IT support, data management services, or external auditors, under strict confidentiality agreements.

SGSCC will not sell or distribute student information for marketing or commercial purposes.

5. Access to and Correction of Personal Information

Under the Privacy Act 1988, students have the right to:

- Request access to their personal records held by SGSCC.
- Request corrections if their information is inaccurate or outdated.

Process for Accessing or Updating Information:

- Students must submit a written request (via email or a formal request form) to the Student Services Team.
- SGSCC will process the request within 10 business days.
- If access is denied, SGSCC will provide a written explanation in line with privacy laws.

6. Retention and Disposal of Personal Information

SGSCC will retain student records for the required period under regulatory obligations:

Type of Record	Retention Period	Legislative Requirement
Student Enrolment & Identity Documents	2 years after completion or cancellation	ESOS Act 2000
Academic & Attendance Records	30 years	National Code 2018
Financial Records	7 years	Australian Taxation Office (ATO)
PRISMS Data	As required by law	ESOS Act 2000

After the retention period, records will be securely shredded, deleted, or de-identified.

Applicability and Responsibilities

This Policy applies to:

- All international students enrolled at SGSCC.
- SGSCC staff handling student records, including administration, finance, compliance, IT, and student support teams.

Responsibilities:

Category	Examples of Personal Information Collected
RTO Admin Managers	Ensure compliance with privacy laws and handles privacy breaches
Student Services Team	Manages student data requests and access to records
VETTRAK Administrator	Maintain data security, backups, and cyber protection

Category	Examples of Personal Information Collected
International Program Manager/Sales Manager	Ensures ESOS compliance and PRISMS reporting

References

This policy aligns with the following regulations:

- Privacy Act 1988 (Cth)
- Australian Privacy Principles (APPs)
- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Fair Work Act 2009 (for staff handling records)

Review and Continuous Improvement

- This policy will be reviewed annually to ensure compliance with privacy and ESOS regulations.
- Staff handling student records will undergo regular training in privacy and data security.
- Privacy breaches will be reported and managed in accordance with the Notifiable Data Breaches Scheme.