



Northern Beaches & Mosman College

Privacy Policy

Northern Beaches & Mosman College (NBMC) adheres to the thirteen Australian Privacy Principles (APPs) issued by the Office of the Australian Information Commissioner (OAIC) [oaic.gov.au/privacy](https://www.oaic.gov.au/privacy) under the *Privacy Act 1988*. This includes observing the Notifiable Data Breaches (NDB) scheme established under the Act where and when required.

NBMC respects the privacy of its students, staff, and contractors. Information provided by individuals to NBMC is for the purpose of facilitating access to and participation in training courses and services, or, to assist students in their revision and learning. NBMC takes all steps to ensure that the personal details of our students, staff and contractors are not released to unauthorised persons or organisations and personal information received by the College is kept secure in appropriate filing or computer systems before ultimate destruction of the records (refer Records Management Policy).

What kinds of personal information does NBMC collect and retain?

In general, the type of personal information that NBMC collects and retains includes (but is not limited to)

- Personal information: names, addresses, image, contact details, age, gender, occupation, education and qualifications, cultural background, disability/special needs status.
- Other information relating to courses and services purchased from NBMC or which have been enquired about, directly with NBMC or through an online presence, together with any additional information necessary to deliver those courses and services and to respond to enquiries, may be collected and retained.
- Records of student results of accredited training programs
- Information which assists us in conducting our business, providing, and marketing our services and meeting our legal obligations, in line with our status as a Registered Training Organisation (RTO).
- In certain circumstances where a student has requested a trainer be advised of the situation, discussions with the Wellness Coordinator will be collected and retained.
- In circumstances where a class is recorded, student and teachers' images and voices will be collected.
- Payment information such as credit card details.

How does NBMC collect, store, and manage personal information?

NBMC may collect personal information:

- Through access and use of the College website and/or other online presence
- During conversations via phone, via Zoom or in person
- During the enquiry and enrolment process, either via phone, web, or in person
- During classes held via zoom in certain circumstances.
- For the purposes of sharing the information with EzyPay to process fee payment.

Information, once obtained, is entered into NBMC's student management system. Any physical form containing personal information is destroyed in accordance with the Records Management Policy. Zoom recordings are stored in NBMC's computer and management system and only made available to students enrolled in the specific course and class. NBMC destroys Zoom recordings once the students in the relevant course and class have completed their qualification.

For what purposes does NBMC collect, hold, use and disclose personal information?

NBMC collects and uses personal information:

- To provide training and education courses and services, including the processing of applications received for Recognition of Prior Learning (RPL)
- To provide training and education course and services, including lifestyle courses through third parties
- To provide training and education courses and services through trainers/contractors
- To assist students to revise their learning.
- To provide Statements and Certificates for qualifications gained in an accredited course
- To answer enquiries and provide information or advice about existing and new courses or services
- To conduct business processing functions
- To provide data and statistical information required by Government agencies through the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) or other third parties as and if required by government funding agreements.
- To comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator or funding body, or in co-operation with any governmental or regulatory authority, court, or tribunal.
- For marketing purposes, in the form of providing students and past students with the latest college brochure each term. Students who so request will be removed from any marketing lists.
- To process payments using the EzyPay system (for further information refer <https://www.ezypay.com/privacy-security>)

Privacy and collection and supply of statistics

The Australian and New South Wales Governments request from the College certain encoded student information for statistical research purposes to be supplied to the National Centre for Vocational Education Research (NCVER). Apart from the NCVER and EzyPay, no personal details identifying individuals is requested or will be divulged to any third party unless required by law.

Privacy and College marketing

The College will from time-to-time, send mail, SMS, or emails to current and past students for the purpose of marketing. Students may at any time request that all such marketing cease. All requests will be promptly complied with.

Secondary Marketing

The College does not allow for the use of student information for any secondary marketing not related to the College.

What would be the consequences if the personal information as described above is not provided?

- NBMC may not be able to provide information about courses and services; complete an enrolment; or provide the requested courses or services to individuals, either of the same standard or at all
- NBMC will not be able to provide Statements of Attainment and Certificates to students in accredited courses.
- Students will not have access to recordings of previous classes when revising their learning.
- Some government funds may not be available for specific courses and services

How can an individual access their personal information held by NBMC, and seek to correct that information?

NBMC will endeavour to ensure that the personal information it holds is accurate, complete and up to date. Students, employees, and contractors have the right to gain access to their personal information, subject to the following exceptions:

- In the case of personal information, other than health information, if providing access would pose a serious and imminent threat to the life or health of any other staff, contractor or student
- if providing access would have an unreasonable impact upon the privacy of other staff, contractors or students
- if the request for access is frivolous or vexatious
- if providing access would reveal the intentions of the organisation in relation to negotiations with a staff member or contractor in such a way as to prejudice those negotiations
- if providing access is likely to prejudice an investigation of possible unlawful activity
- if denying access is required or authorised by or under law; and
- if providing access would be likely to prejudice the outcome of an internal investigation

A request to update personal information held by NBMC can be made by contacting the Executive Director (see details below). Any contact made to the college regarding personal information will require verification of the enquirer's identity. NBMC will not charge for making corrections to personal information.

How can an individual complain if they feel that NBMC has breached any of the Australian Privacy Principles?

Complaints regarding privacy should first be directed to NBMC (details below), and if you are unsatisfied with the handling of the complaint or the outcome, can be directed to The Office of the Australian Information Commissioner (1300 363 992) or via enquiries@oaic.gov.au

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