

CAMDEN HAVEN COMMUNITY COLLEGE INC

PO Box 301 Laurieton NSW 2443

Phone: (02) 6559 6699

Email: admin@chace.org.au



Privacy and Confidentiality Policy

Camden Haven Community College (RTO 90018) is committed to protecting your privacy. We embrace the intent of the **Australian Privacy Principles (APPs)**, which form the cornerstone of the privacy protection framework in the *Privacy Act 1988*. This policy outlines how we manage personal information throughout its lifecycle, from collection and use to disclosure, quality, security, access, and correction.

Our Commitment to Privacy

- **Transparency:** This policy details the types of personal information we collect, how it's collected and held, and the purposes for which we collect, use, and disclose it. It also explains how individuals can access or correct their information or make a complaint. We ensure this policy is readily available to all staff, students, and stakeholders.
- **Confidentiality:** All staff, students, and those we deal with or on behalf of the College have a right to the confidentiality of their personal information. We will not share personal information with outside parties without the express permission of the individual concerned, unless required or authorised by law (e.g., to ASQA, NCVER, USI Registrar, or for subpoenas/court orders), or as necessary for the delivery of training and assessment.
- **Organisational Confidentiality:** Any information about the College received by staff or Committee Members during their service remains confidential and must not be shared with external individuals or organisations. It must never be used for personal gain.

Collection and Use of Personal Information

- **What We Collect:** We collect personal information (including sensitive information where relevant and with consent, such as health information for support needs) directly from individuals. This includes details like your name, contact information, date of birth, Unique Student Identifier (USI), educational background, and enrolment/assessment records. We also receive information from government bodies such as the National Centre for Vocational Education Research (NCVER) and the Unique Student Identifier (USI) Registrar.
- **Why We Collect It:** We collect personal information for purposes including, but not limited to:
 - Enrolment, delivery of training, and assessment.
 - Providing student support services.
 - Regulatory compliance and statistical reporting to government bodies.
 - Legitimate business operations, including financial management.
 - Facilitating work placements (where applicable, with relevant employers).
- **How We Notify You:** The specific purposes for which your information is collected are explained in student pre-enrolment information and on the enrolment form.
- **Limited Disclosure:** Your personal information will only be used or disclosed for the primary purpose for which it was collected, or for a secondary purpose that is related (or directly related for sensitive information) and reasonably expected, or with your express consent.
- **Staff and Student Contact Details:** Staff or student telephone numbers and addresses will not be given out at any time, except for the provision of class roll information to trainers at the commencement of classes. This information is solely for communication regarding the trainer's teaching obligations and will not be released to a third party. Trainers' personal contact details will not be given to students. However, a student's request to speak to a trainer may be relayed by office

PREPARED/REVIEWED BY	J Troup	J Troup	R Butlin & J Troup	C'tee	J Troup	J Troup	C'tee	J Troup	G Paxton
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staff, with the trainer deciding whether to make contact. Trainers may elect to allow communication with their students for educational purposes only.

Data Quality and Security

- **Data Integrity:** We take reasonable steps to ensure the personal information we collect, use, and disclose is accurate, complete, and up-to-date.
- **Secure Storage:** Personal information is held for the required length of time, according to Australian law and VET record requirements, in secure storage.
 - **Physical Security:** Paper records are kept in locked cabinets within secure premises.
 - **Digital Security:** Access to information held on computers is controlled via secure passwords, encryption, firewalls, and regular system audits. Access is strictly limited to authorised members of staff, with oversight by the Manager.
- **Data Minimisation:** We ensure that personal information no longer needed for any lawful purpose is securely destroyed or de-identified.
- **Staff Training:** During the induction process and as required, staff are informed of the critical importance of adhering to this policy and maintaining the integrity, confidentiality, and privacy of all College information.

Access, Correction, and Complaints

- **Your Rights:** You have the right to request access to the personal information we hold about you and to request corrections if you believe the information is inaccurate, incomplete, or out-of-date.
- **How to Request:** All requests for access or correction must be made in writing to the Manager. We will respond within a reasonable timeframe (generally within 30 days) and in accordance with the *Privacy Act*. We may charge a reasonable fee for providing access to information, but never for making a correction.
- **Photos and Recordings:** Staff and students will only be photographed or recorded with their express written permission.
- **Information Release to Third Parties:** Any requests from external parties for information to be released must be addressed in writing to the Manager and include reference to the law or regulation under which the person seeking the information is entitled to do so. In such cases, the College may seek legal concurrence before releasing any information.
- **Complaints:** If you believe we have breached the APPs or our privacy obligations, you can make a complaint in writing to the Manager. We will investigate your complaint and respond promptly. If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC).

Data Breach Response

- **Notifiable Data Breaches (NDB) Scheme:** In the event of an eligible data breach, Camden Haven Community College is committed to complying with the Notifiable Data Breaches (NDB) scheme under the *Privacy Act*. We will take all reasonable steps to contain the breach, assess the risk of serious harm, and, if required, notify affected individuals and the OAIC in a timely manner.

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