



BRIGHTEN CAREERS INSTITUTE PRIVACY POLICY

Purpose of this policy

This policy ensures that BRIGHTEN CAREERS INSTITUTE meets its legal and ethical requirements in regard to the collection, storage and disclosure of the personal information it holds in regard to individuals. This policy and procedure contribute to compliance with Clause 8.5 of the Standards.

Definitions

- **BCI** means Brighten Careers Institute.
- **Personal information** means 'information or an opinion about an identified individual, or an individual who is reasonably identifiable:
 - Whether the information or opinion is true or not; and'
 - Whether the information or opinion is recorded in a material form or not.

Policy

1. Privacy Principals

Personal information is collected directly from individuals in order for BRIGHTEN CAREERS INSTITUTE to carry out its business functions. In the case that the individual is under 16, information is collected with the consent of a parent or guardian. BRIGHTEN CAREERS INSTITUTE only collects and stores information that is directly related to its business purposes and legal requirements. This means BRIGHTEN CAREERS INSTITUTE ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to.
- Can access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.
- Can make a complaint about BRIGHTEN CAREERS INSTITUTE if they consider that personal information has been mishandled

2. Collection of information

In general, personal information will be collected throughout the course application, enrolment, orientation and online forms and submissions. All data collected must be accurate, complete and current.

The types of personal information collected include:

- personal details
- contact details
- employment information (where relevant)
- academic history (where relevant)
- statistical information about your prior education, schooling, reasons for enrolling,
- training and participation information
- fee and payment information
- Photographs for the purposes of Identification Cards
- Photographs and videos (of students completing educational based activities) for marketing material

3. Storage and use of information

BRIGHTEN CAREERS INSTITUTE will store all records containing personal information securely and take all



reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure.

The personal information held by individuals will only be used to enable efficient student administration, provide information about training opportunities, and to maintain accurate and detailed student records of course participation, progress and outcomes.

BRIGHTEN CAREERS INSTITUTE may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

Personal information must be kept only for the length of time that is required by regulating bodies and for the period it can be lawfully used. After this time has elapsed, the data should be erased, and physical copies destroyed.

4. Disclosure of personal information

BRIGHTEN CAREERS INSTITUTE will not disclose an individual's personal information to another person or organisation unless:

- They are aware that information of that kind is usually passed to that person or organisation.
- The individual has given written consent.
- BRIGHTEN CAREERS INSTITUTE believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned.
- The disclosure is required or authorised by, or under, law.
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

5. Access to records

Individuals have the right to access or obtain a copy of the information that BRIGHTEN CAREERS INSTITUTE holds about them including personal details, contact details and information relating to course participation. Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the Request to Access Records Form. The individual must prove their identity to be able to access their records.

There is no charge for an individual to access the records that BRIGHTEN CAREERS INSTITUTE holds about them; however, there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

6. Correction to records

If an individual considers the records that BRIGHTEN CAREERS INSTITUTE holds about them to be incorrect, incomplete, out of date or misleading, they can make a request in writing that the information be amended.

7. Complaints

Any individual wishing to make a complaint or appeal about the way information has been handled within BRIGHTEN CAREERS INSTITUTE can do so by following BRIGHTEN CAREERS INSTITUTE's Complaints and Appeals Policy and Procedure.

8. Accuracy

BRIGHTEN CAREERS INSTITUTE takes all reasonable actions to ensure data collected is accurate, complete and current. Individuals are requested to check the validity of their records on enrolment and are able to modify this information by verifying their identity and making a request in writing.



9. Cross border

Brighten Careers Institute will only disclose information to overseas recipients when it has taken all reasonable steps to ensure the recipient does not breach Australian Privacy Principles in relation to the information. Exceptions apply when:

- The individual has been informed as has given their express consent for the disclosure of information to an overseas recipient.
- The disclosure is required and authorized under Australian Law.
- The overseas recipient is subject to laws or binding schemes that has the effect of protecting the information in a way that is substantially similar to the way the Australian Privacy Principles protect the information, and there are mechanisms in place that the individual can access to take action to ensure that protection of the law or bindingscheme.
- It is reasonable and unpractical to obtain the individual's consent and there is a reasonable belief that disclosure is required to prevent or lessen the life, health or safety of any individual.
- Brighten Careers Institute suspects unlawful activities or serious misconduct and believes that disclosure is necessary for the entity to take action in relation to thematter.
- Brighten Careers Institute believes that disclosure is necessary to locate a missing individual