

# Privacy Policy

Australian National College (ANC) respects the privacy of your personal information. ANC is subject to the National Privacy Principles (“NPPs”) under the Privacy Act 1988 (Cth). The following Privacy Policy outlines the type of information that is collected by ANC and how we use and protect that information.

## HOW ANC COLLECTS PERSONAL INFORMATION

Generally, ANC will collect personal information directly from you, when you deal with ANC by telephone, fax, letter, email and include any information provided to us by application form. The type of personal information that ANC collects depends on the circumstances of collection and on the type of service you request from ANC. The particular purpose for which personal information is collected by ANC is generally either specified or reasonably apparent at the time the information is collected. ANC usually collects information such as your name, address, contact number, occupation, gender, date of birth, email address and credit card details and in the case of students, academic results and student welfare information. It is not ANC’s general practice to collect sensitive information and we will only collect sensitive information with your consent.

On occasions, ANC may collect personal information about you from another individual and/or organisation. For example, ANC may collect personal information from:

- Commonwealth and State agencies;
- a company for whom you work;
- other individuals and/or organisations with whom you have any dealings;
- an employment recruitment agent or agency;
- a student related recruitment agent or agency.

## HOW ANC USES PERSONAL INFORMATION

ANC uses personal information for the primary purpose for which it was collected, or for secondary purposes which are related to the primary purpose. Generally, ANC uses personal information for the following purposes:

- to conduct its business as an education provider;
- to communicate with you;
- to assist in the management and improvement of services, including analysis of future employee and student needs;
- to provide products and services that have been requested or previously agreed to;
- to undertake marketing activities;
- in the case of students, to comply with the specific reporting requirements of the Education Service for Overseas Students Act 2000 (ESOS) and the Revised National Code 2007.

## WHAT HAPPENS IF AN INDIVIDUAL DOES NOT PROVIDE PERSONAL INFORMATION

If you do not provide the personal information ANC requests, it may not be able to provide you with the relevant products or services.

## ANC MAY DISCLOSE PERSONAL INFORMATION

ANC may disclose your personal information for the purpose which was either specified or reasonably apparent at the time when the information was collected. Depending on the circumstances,

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## ANC may disclose personal information to:

- its insurers;
- its service providers and specialist advisers including but not limited to services relating to student welfare;
- any person with a lawful entitlement to obtain the information;
- in the case of students, information provided by students may be made available to relevant Commonwealth and State Agencies and the Assurance Fund Manager of the Education Service for Overseas Students and, if applicable, the Tuition Assurance Scheme in compliance with the ESOS Act 2000 and the Revised National Code 2007.

If ANC engages a third party contractor to perform services which involves handling personal information, ANC will ensure that the contractor will be subject to the same privacy obligations as ANC to protect your personal information. ANC will also take reasonable steps to prohibit the contractor from using personal information, except for the purposes for which it was supplied.

## DIRECT MARKETING AND PRIVACY

ANC may periodically use the personal information it collects about you to assist identifying particular products and services which it believes may be of interest and benefit to you. ANC may then contact you to let you know about these products and services and how they may benefit you.

If you do not want to receive any of this information, you should contact ANC immediately.

## ACCURACY OF YOUR PERSONAL INFORMATION

If ANC has accurate personal information about you, it enables ANC to provide the best possible service.

ANC will take reasonable steps to ensure that the personal information it collects uses and discloses is accurate, complete and up to date.

Please advise ANC as soon as possible if the personal information held is inaccurate, incomplete or out of date. ANC will take reasonable steps to ensure your personal information is corrected.

## SECURITY OF PERSONAL INFORMATION

ANC will take reasonable steps to ensure your personal information is stored in a secure environment protected from unauthorised access, modification and disclosure. ANC uses industry standard safeguards to ensure the security of personal information through physical, electronic and managerial procedures. When ANC no longer requires personal information, it will safely destroy the information and delete it from its systems.

## ACCESS TO PERSONAL INFORMATION

You or a third party nominated by you in writing may request access to any of the personal information ANC holds about you. Upon your written request, ANC will provide access to the personal information it holds about you, unless there is an exemption which applies under the Privacy Act.

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Your request for access will be dealt with in a reasonable time. ANC may charge you a fee to cover the reasonable cost of retrieval and the supply of the information to you. If ANC refuses your request for access, it will provide you with reasons for the refusal.

**ANC may provide access to personal information without your consent only in certain prescribed circumstances, including but not limited to:**

- emergency situations;
- Specified Commonwealth and State agencies and to comply with legislative requirements.
- law enforcement;
- Lessening or preventing a serious and imminent threat to an individual's life, health or safety or a serious threat to public health or public safety.

## TRANSFERRING PERSONAL INFORMATION OVERSEAS

ANC does not transfer your personal information overseas unless it is authorised by law to do so or you have consented to it as part of the services ANC provides to you.

## HOW TO CONTACT US

If you wish to gain access to or correct your personal information or make a complaint about a breach of your privacy, you should contact:

**Telephone:** +61 3 96623300

**Mail:** Level 11, 55 Swanston Street, Melbourne  
Victoria 3000

**Email:** info@anc.vic.edu.au

ANC will respond to your query or complaint as soon as possible.

ANC reserves the right to change this Privacy Policy at any time.

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