

PRIVACY OF INFORMATION POLICY

Effective Date: December, 2024

Objective

This policy outlines how The Performance College (TPC) manages, protects, and complies with Australian privacy laws regarding the collection, storage, use, and disclosure of personal information. The College is committed to ensuring the privacy and protection of all personal data, in line with the Privacy Act 1988 (Cth) and other applicable privacy laws.

Scope

This policy applies to all current and prospective students, staff, contractors, and any individuals whose personal information is collected, stored, used, or disclosed by TPC. It covers all aspects of TPC's operations, including educational services, student support services, and interactions with individuals both online and offline.

Definitions

- **Personal Information:** Any information or opinion, whether true or not, about an identified or reasonably identifiable individual.
 - **Sensitive Information:** Information related to an individual's health, racial or ethnic origin, political opinions, religious beliefs, or other sensitive personal details.
 - **Privacy Act:** The Privacy Act 1988 (Cth) governs the collection, use, and disclosure of personal information in Australia.
 - **Student Services:** The TPC team responsible for managing student-related concerns, including privacy matters and requests for information.
 - **Special Categories of Personal Information:** Includes health information, criminal records, and other sensitive personal data. This will only be collected in accordance with regulatory requirements or with explicit consent.
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1. Collection and Retention of Information

TPC may collect and retain the following types of personal information:

- **Student Information:** Name, contact details, date of birth, passport/visa details, Tax File Numbers (TFNs), student ID numbers, and other identifiers used by TPC.
- **Staff Information:** Name, address, employment history, qualifications, tax details, and bank account information for staff and contractors.
- **Communications:** Emails, social media interactions, website activities, cookies, IP addresses, and other online identifiers.

Sensitive information will only be collected with the individual's consent, or as required by law. TPC will take reasonable steps to ensure that the personal information it collects is accurate, complete, and up to date. Personal information will only be kept for as long as necessary to fulfill its purpose and to comply with legal obligations.

2. Use and Disclosure of Information

TPC may use and disclose personal information for the following purposes:

- **Provision of Educational Services:** To deliver TPC's educational products, services, and support.
- **Administrative Functions:** Including communications related to courses, student recruitment, academic progress, and general administrative duties.
- **Legal Compliance:** For fulfilling TPC's obligations under Australian law, including reporting requirements to regulatory authorities.
- **Marketing and Promotion:** To promote TPC's services, and with consent, to promote third-party services.

TPC will not disclose personal information to third parties except when:

- The disclosure is required by law or regulation.
- The individual has given consent.
- The disclosure is necessary to protect someone's health or safety.

TPC may disclose personal information overseas where required, especially if a student or staff member is located outside of Australia, and will ensure compliance with Australian privacy standards in any such disclosures.

3. Access and Correction of Information

Students, staff, and other individuals have the right to access their personal information held by TPC. If personal information is inaccurate or out of date, individuals may request correction.

To request access or correction, individuals should contact TPC's Student Services. TPC will respond to such requests within 15 days. If the request is refused, TPC will provide a written explanation.

4. Privacy Complaints

If an individual believes their privacy has been breached or their request regarding personal information has not been properly handled, they should submit a complaint to the Campus Manager/ Privacy Officer through Student Services.

If the complaint is not resolved satisfactorily, the individual may escalate the matter to the Australian Privacy Commissioner via www.oaic.gov.au or by phone at 1300 363 992.

5. Reporting and Audits

Any breach of this policy or data protection laws must be reported immediately. TPC has processes in place to investigate breaches, mitigate risks, and report material breaches to the Australian Information Commissioner within 30 days.

Regular audits of data protection compliance will be conducted to ensure the integrity and security of personal information held by TPC.

6. Staff Responsibilities

All staff are responsible for ensuring that personal information is collected, used, stored, and disclosed in accordance with this policy. Staff must report any privacy breaches promptly and follow TPC's data protection guidelines. Any failure to adhere to this policy may result in disciplinary action.

7. Policy Changes

This policy will be reviewed and updated periodically to ensure compliance with applicable laws and to reflect any changes in TPC's operations. Any updates to the policy will be communicated to students, staff, and other relevant parties. Students are encouraged to review this policy regularly.

Contact Information

For any questions or concerns regarding this Privacy and Data Protection Policy, please contact TPC's Student Services or Privacy Officer.

Policy Review

This Policy will be reviewed as part of the TPC's yearly review process or as legislation requires.

Relevant Legislation

This document references the following legislation, regulations, codes and standards:

- Privacy Act 1988 (Cth).
 - Australian Privacy Principles (APPs)
 - Standards for Registered Training Organisations (RTOs) 2015
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Policy Owner: Director