



Staff, Students, Clients Information and Records

Privacy Policy

Purpose

Mayfield Education is committed to respecting and protecting the privacy of its students, clients and employees and acknowledging each person's fundamental right to privacy of their personal information. This policy outlines Mayfield Education's commitment to privacy with reference to the Commonwealth Privacy Act 1988, Privacy Amendment (Enhancing Privacy Protection) Act 2012 and other relevant education compliance requirements.

Scope

This policy covers the collection, use and disclosure, security and access to personal information. The Policy applies to all students, all staff (both academic and administrative) and sessional staff, contractors and relevant visitors.

Responsibility

CEO, Managers, and Coordinators (however titled) have a responsibility to ensure that the policy is understood and implemented.

Policy Statement

Student Records

Mayfield Education has a policy and procedure for the collection, storage and protection of all records of individual students.

- All information relating to attendance, course progress and assessment outcomes is kept in individual student files.
- All records are securely stored.
- Upon completion of your course, your assessment outcomes and qualifications issued are recorded in the computer system and kept on file.
- Records are kept confidential and require written permission by the student prior to the release of any information in their records.
- Access by Officers from Authorised Agencies or their representatives may have access to activities required under the Standards of Registration for RTOs and funding agreements.

Collection of Personal Information

Mayfield Education is committed to protecting the privacy and security of personal information collected and held by Mayfield Education about its students, clients and employees. The minimum requisite information required will be collected plus any external requirements, for example, a government funding body.

The type of personal information that Mayfield Education will collect about you will include your name, your current and previous personal and business addresses, telephone, facsimile number, email address, relevant educational/training background, accounting details, and occupation/title.

Generally, the purpose of collection and the minimum information that you must provide us with will be indicated at the time of collection.

The accuracy and currency of your personal information which Mayfield Education holds, depends to a large extent on the information which you provide. Please advise us of any errors, or advise us of any changes to your personal information.

Use of Personal Information and Student Records

Your personal information and academic records may be used in order to:

- Provide the Mayfield Education services you require
- Administer those services and provide appropriate support to you. This will include processes involving charging and collection of debts and facilitating emergency health assistance.
- To inform you of other and new Mayfield Education services

Disclosure of Personal Information and Student Records

Mayfield Education will only disclose your personal information to:

- Authorised trained Mayfield Education staff for the purposes of providing a service
- Government and funding/regulatory authorities, and other organisations as required or authorised by law. For example for audit purposes.
- Ambulance or medical personnel in an emergency situation; and:
- When reasonably necessary to protect or enforce Mayfield Education's legal rights or interests or to defend any claims made against Mayfield Education by any person
- To obtain a Credit Check where necessary
- Mayfield Education will not otherwise, without your consent, use or disclose your personal information for any other purpose.

Access to Your Records

- Mayfield Education will, on request, inform you about the nature of the personal information that it holds relating to you, the main purposes for which the information is used, and your entitlement to gain access to that information.
- Access to individual training records must meet Commonwealth and State Privacy legislation.
- Students may have access to their training records at any time by making a request to the Course Coordinator.
- You may access your personal information, subject to some exemptions under law, by placing your request in writing to the Chief Executive Officer.
- If you wish to access your records once you have completed your study and are no longer enrolled your written request must be accompanied by two forms of identification.

Complaints

Complaints regarding a privacy matter will be handled in accordance with Mayfield Education's Complaints and Appeals Policy which is available on Mayfield Education's website.

Complaints may also be addressed to The Office of the Victorian Privacy Commissioner.

Relevant Legislation

- Information Privacy Act 2000 (Victoria)
- Privacy Act 1988 (Commonwealth)
- Privacy Amendment (Enhancing Privacy Protection) Act 2012