

PRIVACY POLICY

Overall privacy policy

The privacy policy of Advanced Education Australia Pty Ltd (AEA) is based on the Australian Privacy Principles as promulgated by the Office of the Australian Information Commissioner. Our privacy policy can be viewed on our website at www.scsc.edu.au or by contacting AEA's Privacy Officer (who is also the Chief Executive Officer) to request a copy to be sent to you.

Storage and security of personal information

AEA will take reasonable steps to protect all personal information in its possession, and ensure that it is only accessed by those people whom AEA authorises to do so. Personal information that is no longer needed by AEA or required to be held by law will be destroyed by secure means, or modified so that the data cannot be traced back to the person concerned. AEA will keep records secure and shall ensure against loss or against unauthorised access, use, modification, disclosure, and against other misuse and, if it is necessary for the record to be given to a person in connection with the provision of a service to AEA, everything reasonably within the power of the record keeper is done to prevent unauthorised use or disclosure of information contained in the record. All overseas student records will be kept for two years after the student ceases to be a student of AEA (*Education Services for Overseas Students Act 2000* section 21 (3)).

AEA will store records securely and take regular backups of all electronic records so as to enable the retention, archiving, retrieval and transfer of personal information in the case of a need for a re-issue of qualification or a transfer of these records consistent with state or territory registering body requirements in the event of the closure of AEA. AEA will hold these records for a period of 30 years.

AEA will neither use nor disclose personal information unless:

- consent has been given by the individual concerned;
- the individual concerned is reasonably likely to have been aware or was made aware that information of that kind is usually passed to that person, body or agency;
- AEA believes that the use or disclosure of the information is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or another person;
- such use or disclosure to third parties is required by law;
- such use or disclosure to third parties is reasonably necessary for the enforcement of criminal law or a law imposing a pecuniary penalty;
- such use or disclosure is necessary for the protection of public revenue; or
- the purpose for which the information is used or disclosed to a third party is directly related to the purpose for which the information was obtained.

If AEA is required to use or disclose to a third party personal information for the enforcement of the criminal law, a law imposing a pecuniary penalty, or for the protection of the public revenue, AEA will record such use or disclosure in the record containing that information.

Any third party to whom such personal information is disclosed shall not use or disclose the information for purposes other than the purposes for which the information was given to the person, body or agency.

Disclosure of personal information and the Australian Privacy Principles

AEA has adopted the Australian Privacy Principles contained in the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* to govern the ways in which it collects, uses and disposes of personal information.

AEA honours its obligation to respect and protect the privacy of individuals' personal information. This privacy policy relates to any personal information such as name, address, date of birth, contact details and nationality that a client may provide to AEA, and which AEA will use for future reference records.

When an individual provides personal information, this information may be collected, and is only stored in a database for the sole purpose of enabling AEA to fulfil its duties to customers, suppliers and shareholders alike. AEA will not collect personal information about an individual without first receiving permission from that individual. We treat personal information as strictly confidential and will not disclose or sell personal information to any third party in Australia or overseas.

Accessing and correcting records containing personal information

AEA allows individuals to access and correct any personal information held in AEA's records free of charge. A request may be made to view and correct personal information by contacting the Privacy Officer using the contact details below.

AEA will take reasonable steps to confirm the identity of the person making the request and will respond within 14 days of receiving the request. However, where the request is more complex or time consuming to comply with, AEA will provide access to the information requested within 28 days.

AEA has the right to deny access to personal information where AEA is required or authorised to not provide an individual with such access under the applicable provisions of any law of the Commonwealth.

Contact details of AEA's Privacy Officer:

*Privacy Officer
Advanced Education Australia Pty Ltd
Level 1
375 Pennant Hills Road
PENNANT HILLS NSW 2120*

Phone: (02) 9481 7811

E-mail: info@scsc.edu.au

Complaints relating to a breach of the privacy policy

Any complaints concerning a breach of privacy can be directed to the Privacy Officer. AEA will take reasonable steps to respond within 14 days of receiving the complaint. However, where the complaint is more complex or time consuming, AEA will provide a response within 28 days. If you are not satisfied with the outcome provided by the

Privacy Officer, you may refer the complaint to the Office of the Australian Information Commissioner.

Contact details of the Office of the Australian Information Commissioner:

Phone: 1300 363 992

Website: www.oaic.gov.au

Where practicable, an individual may remain anonymous when dealing with a particular matter with AEA.

If you have any queries in relation to this privacy policy, please e-mail us at info@scsc.edu.au or call (02) 9481 7811.