

Policy Owner:	Managing Director
Contact Officer:	Deputy Principal
Approved by:	Management Board
Date Approved:	08 May 2008
Last Reviewed:	May 2010

We are committed to protecting an individual's right to privacy. The Privacy Policy outlines how we meet our obligations under the National Privacy Principles contained in the Commonwealth Privacy Act 1988.

When we collect personal information about individuals, in any format, it will only be used for the primary purpose for which it was provided. We will not use this information for any other purpose without your consent. This information will be kept confidential; it may be given to different units within our organisation for processing and use under a duty of confidentiality.

We will take reasonable steps to protect the personal information from misuse and loss and from unauthorised access, modification or disclosure. We will also take reasonable steps to destroy or de-identify personal information if it is no longer needed.

This information will not be given to third parties outside our organisation or with the individuals permission or to government departments if required to do so under Australian law.

We endeavour to ensure that the personal information we hold is accurate, complete and up-to-date. An individual may request access to and correction of their personal data held by us.

We may wish to use the information you provide to market particular products or services. We will only market products or services to you if you have agreed to opt for such information to be sent to you.

How we collect information:

Information regarding our stakeholders is collected in a number of ways, including:

- Directly from the stakeholder, when they provide information by phone or in documents such as a registration of interest form or application form
- From third parties such as our related organisations (e.g. Murdoch University) or from other representatives
- From publicly available sources of information (e.g. websites, directories etc.)
- From our own records
- When we are legally required to do so
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How we use personal information:

Personal information may be used in order to:

- Provide the services stakeholders require
- Administer and manage those services, including billing and collection debts
- Inform Stakeholder of ways the services provided could be improved
- Conduct appropriate checks for credit-worthiness and for fraud
- Research and develop our services
- Gain an understanding of Stakeholder education and training needs in order to provide a better service
- Maintain and develop our business systems and procedures, including testing and upgrading of these systems
- Inform Immigration Department if a student changes his/her address

Personal information is also collected to promote and market other services and products, which we consider, may be of interest to Stakeholders. If a Stakeholder does not wish to be contacted regarding other services, they should contact us on 618 9227 5538.

Release of personal information:

Generally speaking Phoenix collects and stores personal data purely for the use of relevant staff members. Where the privacy principles apply, Phoenix restricts access to those staff members who may need the information in the carrying out of their responsibilities in the academic and/or personal interests of the student.

Phoenix does not provide, by commercial arrangement or otherwise, the personal information of students or other stakeholders except in the following cases:

- When authorised in writing by the student to do so

And, where required or authorised by law –

- To government and regulatory authorities
- To credit reporting and fraud-checking agencies
- To your authorised representatives (e.g. legal representatives)

In particular:

- Phoenix releases statistical information to the Department of Education Science & Training (DEST). This data is stored by DEST in a format that does not permit individual identification.
- International students' personal details are provided to the Department of Immigration and Citizenship (DIAC), Department of Education Services (DES) as per the individual reporting requirements of these agencies.
- If a student is alleged to have committed a criminal offence, Phoenix may be requested to assist the police with personal information about the student for the enforcement of the criminal law.
- If a student transfers to another institution Phoenix may release to that institution information about the student's academic progress at Phoenix normally the student will have consented to this in his or her application to the new institution.

Accuracy and currency of information:

Phoenix endeavours to store the most accurate and up-to-date information for each stakeholder. The accuracy of this information may depend on the information provided to us by you. We recommend that Stakeholders let us know if there are any errors in, or changes to personal information. In the case of students on student visas, there is a requirement by law to notify us of any change to your address and contact details within 2 days of that change occurring.

Access to your personal information:

Under the Privacy Principles, Stakeholders have a right to access personal information, subject to some exceptions allowed by law. For security reasons, request must be made in writing to the Registrar.

Phoenix reserve the right to charge a fee for searching for and providing access to information.

How to contact us:

Any questions in relation to privacy, should be directed to Phoenix on 618 9227 5538, or write to the Privacy Manager at PO Box 256, Leederville WA 6403