

Student Privacy Collection Statement

Collection of Your Personal Information

Monash College only collects personal information that is necessary for, or directly related to, one or more of Monash College's functions or activities. Personal information that Monash College collects from students, prospective students and past students includes:

- Names and other related contact details;
- Student Identification Numbers and email addresses;
- Emergency contacts;
- Photographic identification;
- Academic qualifications, history and progress;
- Information relating to entitlements of related educational government payments or support (e.g. FEE HELP);
- Complaints or misconduct details or information;
- If engaging any health service, information necessary to deliver that service (e.g. medical history);
- Other related personal information required for the effective management of Monash College.

Monash College generally collects information at enrolment and when you access Monash College's systems, or when you participate in special activities or projects. Some special projects or activities may have their own collection notice which is in addition to the information contained in this Student Privacy Collection Statement (e.g. when accessing health services or using Monash College's IT services).

Monash College will only collect sensitive information if:

- you consent to the collection, and the information is reasonably necessary for, or directly related to, one or more of Monash College's functions or activities;
- it is necessary for the provision of associated services such as access to systems;
- the collection of the information is required or authorised by or under an Australian law or a court / tribunal order (e.g. when providing Government student support);
- the information is necessary to provide a health service to you;
- it is required to facilitate appropriate assistance in the event of an emergency involving you; or
- the disclosure is permitted by the privacy laws.

Some of the main reasons that Monash College collects information from you include:

- To correspond with you;
- For administrative purposes;
- To meet legal obligations;
- To inform you about your course or other Monash College courses/events;
- To confirm your entitlements to commonwealth assistance;
- To allocate you with a Victorian Student Number and update your personal information on the Victorian Student Register;
- To verify your FEE-HELP balance;
- To facilitate or verify the allocation of a Commonwealth Higher Education Student Support Number (CHESSN).

You have the right to not provide personal information. However, much of the personal information collected by Monash College is necessary to provide you with educational services or access to government support. Without this information Monash College may not be able to provide you with the specific information or assistance you have requested. You have a right to access personal information that Monash College holds about you, subject to any exceptions in relevant legislation. If you wish to seek access to your personal information, please contact [Monash College's Privacy Officer](#) via email (privacy@monashcollege.edu.au).

How Your Personal Information is Collected and Held

Monash College will only collect personal information by lawful and fair means. Monash College will generally collect personal information directly from you unless:

- you consent to the collection of the information from someone else; or
- Monash College is required or authorised by, or under, an Australian law, or a court / tribunal order, to collect the information from someone else; or
- It is directly unreasonable or impracticable to get the information from you directly.

Monash College stores personal information in both electronic and hard copy forms and must comply with the requirements for record keeping under the [Privacy Act 1988 \(Cth\) – Australian Privacy Principle No. 11](#).

Using and Disclosing Your Personal Information

If Monash College holds personal information about you that was collected for a particular purpose (the primary purpose), Monash College will not use or disclose this information for another purpose (the secondary purpose), unless:

- You consented to the use or disclosure of the information; or
- You would reasonably expect Monash College to use or disclose the information for the secondary purpose (does not apply to sensitive or health information).

External organisations

Information collected by Monash College may be disclosed to various organisations, including:

- Commonwealth and State government agencies pursuant to obligations under the *Education Services for Overseas Students Act 2000*
- government departments or agencies such as the Australian Taxation Office, the Department of Education and Training, Centrelink and the Department of Immigration and Border Protection;
- agencies and organisations involved in quality assurance and planning for higher education such as federal and state government, TEQSA, tertiary admissions centres (e.g. VTAC) and Universities Australia;
- external organisations such as professional bodies, hospitals or government agencies in connection with your studies;
- off-shore campuses and educational institutions for any overseas or cross institutional study undertaken by you;
- Monash College cooperative offshore partners, if necessary for the enrolment in, administration, promotion and management of related courses;
- contracted service providers which the College uses to perform services on its behalf (such as course administration, banks, mailing houses, logistics and IT service providers). Some of our service providers are located outside of Victoria and/or Australia and, as a result, personal information collected and held by the University may be transferred outside of Victoria (but within Australia) or outside Australia;
- Monash College student associations;
- Monash College's legal advisers or other professional advisers and consultants engaged by Monash College; and
- in the event of an emergency, police, medical or hospital personnel, civil emergency services, your legal representative or nominated emergency contact person, or other person assessed as necessary to respond to the emergency.

Direct marketing

Monash College may use or disclose personal information (other than sensitive information) about an individual for the purpose of direct marketing if:

- Monash College collected the information from the individual; and
- the individual would reasonably expect Monash College to use or disclose the information for that purpose; and
- Monash College provides a simple means by which the individual may easily request not to receive direct marketing communications from Monash College; and
- the individual has not made such request to Monash College.

Emergency situations and criminal activity

Monash College may disclose your information for a secondary purpose if it reasonably believes that the use or disclosure is necessary to lessen or prevent:

- a serious and imminent threat to an individual's life, health, safety or welfare; or
- a serious threat to public health, public safety or public welfare; and
- the information is used or disclosed in accordance with guidelines, if any, issued or approved by the Victorian Health Services Commissioner.

Monash College may disclose health information for a secondary purpose where it has reason to suspect that unlawful activity has been, is being or may be engaged in, and uses or discloses the health information as a necessary part of its investigation of the matter or in reporting its concerns to relevant persons or authorities.

Overseas disclosures

Before Monash College discloses personal information about you to a person (the overseas recipient):

- who is not in Australia or an external territory; and
- who is not Monash College or the individual;

Monash College will take steps that are reasonable in the circumstances to ensure that the overseas recipient does not breach Australian privacy laws in relation to the information. Some Monash College IT systems use *cloud computing* services and are hosted in countries other than Australia. Depending on the service accessed this could include selected countries in the Americas, Europe or Asia-Pacific region.

Accessing and seeking correction of personal information

Monash College will take steps (if any) that are reasonable in the circumstances to ensure that the personal information that it uses or discloses is, having regard to the purpose of the use or disclosure, accurate, up-to-date, complete and relevant.

Subject to an over-riding legal consideration, if Monash College holds personal information about an individual, Monash College will, on request by the individual, give the individual access to the information.

Under Monash College's Privacy Policy, Monash College is not required to give you access to your personal information if:

- Monash College believes that giving access would pose a serious threat to the life, health or safety of any individual, or to public health or public safety; or
- Giving access would have an unreasonable impact on the privacy of other individuals; or
- The request for access is frivolous or vexatious; or

- The information relates to existing or anticipated legal proceedings between Monash College and the individual. And would not be accessible by the process of discovery in those proceedings; or
- Giving access would reveal the intentions of Monash College in relation to negotiations with the individual in such a way as to prejudice those negotiations; or
- Giving access would be unlawful; or
- Denying access is required or authorised by or under an Australian law or a court / tribunal order; or
- Monash College has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to Monash College's functions or activities has been, is being or may be engaged in AND giving access would be likely to prejudice the taking of appropriate action in relation to the matter; or
- Giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body; or
- Giving access would reveal evaluative information generated within Monash College in connection with a commercially sensitive decision-making process.

Your right of correction

If Monash College holds personal information about you and Monash College is satisfied that, having regard to a purpose for which the information is held, the information is inaccurate, out-of-date, incomplete, irrelevant or misleading, or, you request Monash College to correct the information, Monash College will take steps (if any) that are reasonable in the circumstances to correct that information to ensure that, having regard to the purpose for which it is held, the information is accurate, up-to-date, complete, relevant and not misleading.

Complaints about a breach of the APPs or a binding registered APP code

If you believe that Monash College has breached privacy laws then you may lodge a written complaint with [Monash College's Privacy Officer](#) via email within six (6) months of the time the complainant first became aware of the apparent breach.

External avenues of complaint

You may also contact:

Office of the Australian Information Commissioner

www.oiac.gov.au

enquiries@oiac.vi.gov.au

Post:

Sydney Office

GPO Box 5218

Sydney NSW 201

Canberra Office

GPO Box 2999

Canberra ACT 2601

Document Owner**Job Title****Division**

Associate Director, Governance

Governance

Contact[Privacy Officer \(privacy@monashcollege.edu.au\)](mailto:privacy@monashcollege.edu.au)**Approval Body**

Monash College Senior Leadership team

Date Effective

2/12/2016