

Privacy and Personal Information

The Institute collects and manages personal information about students and prospective students in order to provide its educational services and carry out its functions. Information may be collected electronically or in hard copy, and the Institute may also record communications between individuals and the Institute.

Personal information is managed in accordance with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth).

Collection and Use of Personal Information

The Institute only collects personal information by fair and lawful means where it is necessary for its functions. Sensitive information is only collected with the individual's consent where it is reasonably necessary.

Personal information may be used to:

- › provide and administer your course and educational services;
- › obtain feedback about courses, services and facilities;
- › provide information about seminars, tutorials, events, products and services;
- › manage billing and payments;
- › develop and improve the Institute's educational and business systems;
- › assess eligibility for FEE-HELP and allocate a Commonwealth Higher Education Student Support Number (CHESSN) and/or Unique Student Identifier (USI); and
- › meet government reporting and other legal requirements.

If you choose not to provide certain information, the Institute may be unable to enrol you or provide particular information or services.

Personal information may be retained by the Institute for up to 30 years.

Disclosure of Personal Information

Where necessary for the purposes outlined above, personal information may be disclosed to:

- › service providers that assist the Institute with services such as information technology, educational services, marketing and debt recovery;
- › licensees that provide educational services and qualifications under the Australian Institute of Professional Counsellors banner;
- › government and regulatory authorities for audit and reporting purposes;
- › Centrelink for students studying under Austudy or Abstudy; and
- › organisations involved in the transfer or sale of all or part of the Institute's assets or business.

Student information may also be shared with the Australian Government and designated authorities, including ASQA, TEQSA and the relevant Commonwealth Department, where required for regulatory, reporting or tuition protection purposes.

The Institute will not otherwise disclose personal information to another person or organisation unless:

- › the individual has been made aware that the information is normally disclosed in that way;
- › the individual has provided written consent;
- › disclosure is reasonably necessary to prevent or lessen a serious and imminent threat to someone's life or health;
- › disclosure is required or authorised by law; or
- › disclosure is reasonably necessary for law enforcement or protection of public revenue.

Organisations that collect information on behalf of the Institute or receive personal information from the Institute are required not to use or disclose it for purposes other than those for which it was collected or provided.

Security of Personal Information

The Institute takes reasonable steps to protect the confidentiality, security and integrity of personal information.

Personal information is maintained so that it is relevant, accurate, up to date and complete, and records are securely stored and protected from misuse, interference, loss, unauthorised access, modification or disclosure. Where information is no longer required, reasonable steps are taken to destroy or de-identify it.

Accessing or Correcting Your Personal Information

You have the right to access or request a copy of personal information the Institute holds about you.

Requests must be made in writing. There is no charge to access your information, although a fee may apply for providing a copy. You will be advised how you can access or obtain a copy of your information, including any applicable fee, within 10 days of the Institute receiving your request.

If you believe your personal information is incorrect, incomplete, out of date or misleading, you may request that it be corrected. There is no charge to request a correction. If the information is found to be inaccurate, it will be corrected as soon as practical.

Requests to access, obtain a copy of, or correct personal information should be sent to:

Operations Manager
AIPC Head Office
Locked Bag 15
Fortitude Valley QLD 4006
Email: michael.johnson@aipc.net.au

Where a student requests access to their student file, a copy will be provided within 14 days.

Privacy Complaints

If you believe the Institute has breached an Australian Privacy Principle in relation to your personal information, you may lodge a complaint through the Institute's Non-Academic Complaints and Appeals process.

This process can be used by students and prospective students for concerns about the handling of personal information or access to personal records.