

POLICY NUMBER:	1.13	VERSION NUMBER:	5.0
DATE LAST REVIEWED:	May 2025	NEXT REVIEW DATE:	May 2026
RELATED POLICIES:		RESPONSIBILITY: Governing Board	

PRIVACY AND PERSONAL INFORMATION POLICY

1.0 Overview

In the course of its business, the Australian Institute of Professional Counsellors Pty T/As Australian Institute of Professional Counsellors may collect information from students or persons seeking to enrol with AIPC, either electronically or in hard copy format, including information that personally identifies individual users. AIPC may also record various communications between individuals and AIPC.

In collecting personal information, AIPC will comply with the requirements of the Australian Privacy Principles (APPs) set out in the Privacy Act 1988 (Cth) as amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

2.0 Collection and Use of Personal Information

- 2.1 AIPC/COLAB will only collect personal information from individuals by fair and lawful means which is necessary for the functions of AIPC. AIPC will only collect sensitive information with the consent of the individual and if that information is reasonably necessary for the functions of AIPC.
- 2.2 The information requested from individuals by AIPC will only be used to provide you with the educational service you require to successfully complete your course; obtain feedback from you about the course, service and facilities we have provided; advise you of upcoming seminars, tutorials and relevant events; administer and manage your course, including billing and collecting debts; further develop and improve our business and educational systems; inform you about new products and services that we may introduce from time to time; assess an individual's entitlement to FEE HELP assistance and to allocate a Commonwealth Higher Education Student Support Number (CHESSN) and/or a Unique Student Identifier (USI); and to report to government agencies as required by law. If an individual chooses not to give AIPC certain information, then AIPC may be unable to enrol that person in a course or supply them with appropriate information.
- 2.3 Your personal information will be held by AIPC for a period up to 30 years.

3.0 Disclosure of Personal Information

- 3.1 For the purposes set out above, we may disclose your personal information to the following organisations:
 - Service providers who assist with managing the services we provide to you including information technology, educational services, marketing and debt recovery.
 - Licensees that provide educational services and qualifications under the Australian Institute of Professional Counsellors Pty Ltd banner.

- Government and regulatory authorities during audit of the service we provide to you or information reporting requirements.
 - Centrelink for those students whom are studying either full or part time under the Austudy/Abstudy scheme.
 - Organisations involved in the transfer/sale of all or part of our assets or business.
- 3.2 Personal information about students studying with AIPC may be shared with the Australian Government and designated authorities, including the Australian Skills Quality Authority (ASQA), the Tertiary Education Quality and Standards Agency (TEQSA), and the Commonwealth Department with responsibility for administering the *Higher Education Support Act 2003* and tuition protection services. The Department's Privacy Policy is available at: <https://www.education.gov.au/using-site/privacy-statement-department-education> and should be read in conjunction with this Privacy and Personal Information Policy.
- 3.3 AIPC will not disclose an individual's personal information to another person or organisation unless:
- a) the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;
 - b) the individual concerned has given written consent to the disclosure;
 - c) AIPC believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
 - d) the disclosure is required or authorised by or under law; or
 - e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.
- 3.4 Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, AIPC shall include in the record containing that information a note of the disclosure.
- 3.5 Any person or organisation that collects information on behalf of AIPC/COLAB or to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was collected by them or supplied to them.

4.0 Security and Integrity of Personal Information

- 4.1 AIPC is committed to ensuring the confidentiality, security and integrity of the personal information it collects, uses and discloses.
- 4.2 AIPC will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is accurate, up to date and complete.
- 4.3 AIPC will store securely all records containing personal information and take all reasonable security measures to protect personal information it holds from misuse, interference, loss, unauthorised access, modification or disclosure.

- 4.4 Where AIPC has no further use for personal information for any purpose disclosed by AIPC, or is no longer required to maintain that personal information, all reasonable steps will be taken to destroy or de-identify the information.

5.0 Right to Access and Correct Records

- 5.1 Individuals have the right to access or obtain a copy of the personal information that AIPC holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for an individual to access personal information that AIPC holds about them; however, AIPC may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request. Where it is reasonable to do so, access to the information will be provided in the manner requested by the individual.
- 5.2 If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made as soon as practical. Where an individual requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record. There is no charge for making a request to correct personal information.
- 5.3 Written requests for access to, to obtain a copy of, or correct personal information held by AIPC should be sent to:
- Operations Manager
AIPC Head Office
Locked Bag 15
Fortitude Valley QLD 4006, or
Emailed to: michael.johnson@aipc.net.au
- 5.4 If a student requests access to their student file, the Operations Manager is to make sure it is copied and provided to the student within 14 days.

6.0 Complaints about an Alleged Breach of the APPs

Where an individual believes that AIPC has breached a Privacy Principle in relation to that individual they may lodge a complaint using AIPC grievance handling procedures which enables students and prospective students to lodge grievances of a non-academic nature, including grievances about handling of personal information and access to personal records.

7.0 Publication

- 7.1 These Privacy and Personal Information Procedures will be made available to students and persons seeking to enrol with AIPC by publication on AIPC website: <http://www.aipc.net.au/>. Alternatively, a copy of this policy may be requested by contacting AIPC using the contact details provided above.
- 7.2 In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, AIPC will advise students on enrolment about these procedures and where they are located.

8.0 Relevant Legislative and Regulatory Documents

- Privacy Act 1998 (Cth)
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Education Services for Overseas Students Act 2000 (Cth)
- Higher Education Standards Framework (Threshold Standards) 2021 (Cth)
- Higher Education Support Act 2003 (Cth)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)

9.0 Version Control History

Version	Date Approved	Approved By	Summary of Changes
1.0	Jun 2007	Administration Manager	Policy created – originally titled 2.14 Privacy Policy
1.0	Jun 2009	Administration Manager	No changes made
1.0	Jun 2010	Administration Manager	No changes made
2.0	Jan 2012	Administration Manager	Changes to policy to reflect inclusion of the Australian Institute of Psychology.
2.0	Jan 2013	Administration Manager	No changes made
2.0	Nov 2013	Administration Manager	No changes made
3.0	Jul 2015	Administration Manager	Formatting changes. Title of policy changed to Privacy and Personal Information Policy. Major changes made to policy. Overview of policy expanded to include the collection and recoding of information. Further changes made to the policy clarify how personal information is collected, used, stored, accessed, and corrected, and strengthen procedures for managing privacy, handling complaints, and ensuring compliance with the Australian Privacy Principles.
3.0	Mar 2016	Administration Manager	Changes made to remove the Australian Institute of Psychology from policy. AIPC now referred to as the Institute.
3.0	Apr 2019	Governing Board	No changes made.
4.0	Nov 2020	Governing Board	Minor changes to the policy include the addition of the College of Leadership and Business, the Institute's right to allocate a USI number to students, a link to Education Department's Privacy Policy and the responsibility of requests to correct personal information now sitting with the Operations Manager.
5.0	May 2023	Governing Board	Policy number change to 1.13. Minor changes to policy including formatting and the addition of relevant legislative and regulatory documents.
5.0	May 2025	Governing Board	No changes made