



Queensford College is the trading name of Malekhu Investments Pty Ltd
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Privacy Policy

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1. SCOPE

Queensford College is committed to ensuring all personal information and data held by the College is managed and protected in line with the Australian Privacy Principle and the Privacy Act 1988, in the collection, use or disclosure of personal information and data.

2. POLICY

2.1. Collection

Queensford College will collect only the information necessary for one or more of its functions. Individuals will be told the purposes for which the information is collected.

Information is collected during enrolment in order to meet our obligations under the ESOS Framework including ESOS Act 2000 and the National Code 2018; to ensure student compliance with the conditions of their visa and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code 2018.

2.2. Use and Disclosure

Personal information will not be used or disclosed for a secondary purpose unless:

- the individual has consented to disclosure
- Queensford reasonably believes the disclosure is necessary in relation to serious or life-threatening circumstances of the individuals or others
- The disclosure is authorised by law
- a prescribed exception applies

Should information be disclosed as per the above, the disclosure will also be noted in the individual's records.

International students should be aware that the information collected may be shared with the Australian Government and designated authorities for their record keeping and visa monitoring, as well as the Tuition Protection Scheme (TPS) and the ESOS Assurance Fund Manager in accordance with the Privacy Act 1988.

This information includes personal and contact details, course enrolment details and changes, fee payment and the circumstances of any suspected breach of student visa conditions.

In other instances, information collected during enrolment can be disclosed without the student's consent where authorised or required by law. ESOS Framework can be found at <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

2.3. Data Quality

Queensford College will take all reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete and up to date.

2.4. Data Security

Queensford College will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure. Steps taken include ensuring suitable physical, electronic and administrative processes have been put in place. Authorised staff are also trained in the privacy and security principles for the handling, access, storage, disclosure and management of student information and data.

2.5. Sensitive Information

Queensford College will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

2.6. Openness

Individuals have the right to access or obtain a copy of their personal information held by Queensford College. Queensford College will document how they manage personal information and when asked by an individual, will explain the information it holds, for what purpose and how it collects, holds, uses and discloses the information, in addition to providing a copy of an individual's personal information if requested.

2.7. Access and Correction

Individuals will be given access to the information held except to the extent that prescribed exceptions apply. Queensford College will correct and update inaccurate or out of date information as identified by an individual.

2.8. Unique Identifiers

Commonwealth Government identifiers (e.g. Medicare number or tax file number), will only be used for the purposes for which they were issued. Queensford College will not assign unique identifiers except where it is necessary to carry out its functions efficiently.

2.9. Anonymity

Wherever possible, Queensford College will provide the opportunity for the individual to interact with them without identifying themselves.

2.10. Transborder Data Flows

The individual's privacy protections apply to the transfer of personal information outside of Australia.

2.11. Complaints

Students may access the College's Complaints and Appeals process should they consider that Queensford College has breached the Australian Privacy Principles or the Privacy Act 1988. In line with our Complaints and Appeals Policy, the College will ensure the timely, transparent and unbiased investigation of any complaint and respond to the individual in writing outlining all findings.