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Personal Information Procedures

Background

AIE complies with the information set out in the *Privacy Act 1988*. It also continually reinforces transparency, accuracy and integrity in information management.

Scope

This document describes the rights and responsibilities regarding the management of personal information at AIE.

Policy

AIE staff and stakeholders ensure that:

- Personal information is collected in accordance with information privacy principles set out in the *Privacy Act 1988*
- Records are complete, up to date and accurate
- In the event of inaccuracies, corrections to records and learner requests to amend their records are actioned within 3 business days
- Effective storage and security arrangements are in place
- Personal information is restricted, can only be used for the purposes for which it was collected, and will only be disclosed in accordance with the principles set out in the *Privacy Act 1988*.

Procedures

AIE has processes in place to:

- Disclose the learner's information to the Australian Government, once permission has been granted by the learner to do so
- Provide the learner with a copy of their personal information held by AIE.

Prior to enrolment, learners will be informed of the requirement to provide information to the government. During the enrolment process, AIE will ask for permission to collect, use, and disclose personal information. Additionally, any learner wishing to access VET Student Loans must provide personal information to complete the Electronic Commonwealth Assistance Form (eCAF).

Learners must ensure AIE and Services Australia (Centrelink) are updated regarding any change in personal information, especially their email address, physical address and phone number. Students must notify AIE of updates to their personal information in writing within 7 days of any changes.

To receive a copy of their personal information, learners must submit a *Request for Learner Information Form*, which includes proof of identification. This request may take up to 7 days to process.