

## INFORMATION HANDLING PROCEDURES

### Overview

Air Gold Coast Pty Ltd complies with the requirements of the Australian Privacy Principles (Privacy Act 1988) in relation to the collection of information relating to Students.

Air Gold Coast will allow a Student to apply for and receive a copy of the personal information that the provider holds in relation to that Student.

### Collection of Information

Personal information will not be collected unless:

- the information is collected for a purpose directly related to Students; and
- the collection of the information is necessary for or directly related to that purpose.

Personal information will not be collected by unlawful or unfair means.

Where personal information is collected for inclusion in a record or in a generally available publication Air Gold Coast will take reasonable steps to ensure that, before the information is collected or, if that is not practicable, as soon as practicable after the information is collected, the Student concerned is generally aware of:

- the purpose for which the information is being collected;
- if the collection of the information is authorised or required by or under law the fact that the collection of the information is so authorised or required; and
- with whom the information may be shared (such as the Australian Government or the Tuition Assurance Scheme Provider or the licensing authority).

Where Air Gold Coast solicits and collects personal information for inclusion in a record or in a generally available publication it will take reasonable steps to ensure that:

- the information collected is relevant to that purpose and is up to date and complete; and
- the collection of the information does not intrude to an unreasonable extent upon the personal affairs of the Student.

### Storage and Security of Personal Information

Air Gold Coast will ensure that a Student's personal information is protected by such security safeguards as it is reasonable in the circumstances to take, against loss, against unauthorised access, use, modification or disclosure, and against other misuse.

Air Gold Coast will ensure that if it is necessary for a Student's personal information to be given to a person in connection with the provision of a service to Air Gold Coast, everything reasonably within the power of Air Gold Coast will be done to prevent unauthorised use or disclosure of that personal information.

Air Gold Coast will not use a Student's personal information without taking reasonable steps to ensure that, having regard to the purpose for which the information is proposed to be used, the information is accurate, up to date and complete. Air Gold Coast will not use a Student's personal information except for a purpose to which the information is relevant.

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### Review and Access

An individual may request access to or obtain a copy of their personal records/information or for their personal information to be amended so that it is accurate.

Individuals are able to access their own records by requesting in writing to the Student Manager at Air Gold Coast, P.O. Box 116, Coolangatta, QLD 4225. There is no charge for an individual to access personal information that Air Gold Coast holds about them; however Air Gold Coast may charge a fee to make a copy.

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. 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.

### Disclosure

Air Gold Coast will not disclose a Student's personal information to a person, body or agency (other than the individual concerned) unless:

- the individual concerned is reasonably likely to have been aware that information of that kind is usually passed to that person, body or agency;
- the individual concerned has consented to the disclosure;
- Air Gold Coast 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 student or of another person;
- the disclosure is required or authorised by or under law; or
- 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.

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, the record-keeper shall include in the record containing that information a note of the disclosure.

A person, body or agency to whom personal information is disclosed will not use or disclose the information for a purpose other than the purpose for which the information was given to the person.