

PRIVACY AND PERSONAL INFORMATION PROCEDURES

1. Introduction

In the course of its business, QPIX Ltd ("QPIX") may collect information from students or persons seeking to enrol with QPIX, either electronically or in hard copy format, including information that personally identifies individual users. QPIX may also record various communications between individuals and QPIX.

In collecting personal information QPIX will comply with the requirements of Schedule 1A of the *Higher Education Support Act 2003*, the Vet Provider Guidelines and the Information Privacy Principles set out in the *Privacy Act 1988 (Cth)*.

2. Collection and use of personal information

QPIX will only collect personal information by fair and lawful means which is necessary for the functions of QPIX and is committed to ensuring the confidentiality and security of the information provided.

The personal information supplied by individuals to QPIX will only be used to provide information about study opportunities, to enable efficient course administration, and to maintain proper academic records. If an individual chooses not to give QPIX certain information then QPIX may be unable to enrol that person in a course or supply them with appropriate information.

3. Disclosure of personal information

The information that an individual provides may be disclosed to organisations that run courses in conjunction with QPIX.

Personal information about students studying with QPIX may be shared with the Australian Government and designated authorities, including the Tuition Assurance Scheme Manager. This information includes personal and contact details and course enrolment details.

QPIX 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) QPIX 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.

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, QPIX shall include in the record containing that information a note of the disclosure. Any person or organisation 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 supplied to them.

4. Commonwealth assistance

Personal information may be collected so that QPIX can assess an individual's entitlement to VET FEE-HELP assistance and to allocate a Commonwealth Higher Education Student Support Number (CHESSN). QPIX will disclose this information to the Department of Education, Employment and Workplace Relations (DEEWR) for these purposes. DEEWR will store the information securely in the VET FEE-HELP IT System (VITS). DEEWR may disclose information to the Australian Taxation Office. Personal information gathered for these purposes will not otherwise be disclosed without the individual's consent unless required or authorised by law.

5. Security of personal information

QPIX will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up to date and complete.

QPIX will store securely all records containing personal information and take all reasonable security measures to protect, personal information collected from unauthorised access, misuse or disclosure.

6. Right to access and correct records

Individuals have the right to access or obtain a copy of the personal information that QPIX holds about them (which includes VET personal information). Requests to access or obtain a copy of personal information must be made in writing and sent to:

Training Development Manager
22 Warwick St
Annerley QLD 4103

There is no charge for an individual to access personal information that QPIX holds about them; however QPIX 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.

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.

7. Publication

These *Privacy and Personal Information Procedures* will be made available to students and persons seeking to enrol with QPIX by publication on the QPIX website (www.qpix.org.au). 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, QPIX will advise students on enrolment about these procedures and where they are located.

8. Version control

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