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## 2. Description and Scope

IHNA is bound by the National Privacy Principles in the Privacy Act 1988 (Commonwealth) as well as other applicable laws and codes affecting the personal information that it collects from staff and students. IHNA is committed to respecting the right to privacy and protecting personal information of its staff and clients.

This Privacy Policy covers IHNA's treatment of personally identifiable information that IHNA collects through any means as part of the provision of its services. This Privacy and Security Statement does not apply to the practices of companies that IHNA does not own or control or to people that IHNA does not employ or manage.

## 3. Responsibility

CEO has the overall responsibility of this policy.

## 4. Definitions

**Personal Information:** Information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

## 5. References

Title	Document Identifier	Location
Privacy Act 1988	External document	<a href="http://www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/">http://www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/</a>
ANZ eGate Terms and	External document	<a href="http://www.anz.com/small-business/products-services/merchant-">http://www.anz.com/small-business/products-services/merchant-</a>

Title	Document Identifier	Location
Conditions		<a href="services/internet-payment-solutions/egate/">services/internet-payment-solutions/egate/</a>

## 6. Privacy Statements

### 6.1 Collection of Personal Information:

#### Information about students:

IHNA collects personally identifiable information that students provide when they register or enrol for any educational courses or programs, when they use certain IHNA online services or products, or when they enter promotions. The Institute's preferred source of personal information is the individual concerned. However, IHNA may also receive information from other sources like other members of the Health Careers International Group.

#### Information about Staff:

IHNA collects personal information from its staff and may be used for Selection, Appointment, Promotion, General Administration or Provision of Services to Staff. The Institute's preferred source of personal information is the individual concerned. However, IHNA may also receive information from other sources like

- previous employers and referees nominated by prospective and current staff members;
- academic assessors;
- Promotion and performance review assessments.

IHNA takes all reasonable steps to ensure that information collected:

- is necessary for the Institute's purposes;
- is relevant to the purpose of collection;
- is collected in a fair way, without unreasonable intrusion.

### 6.2 Release of information about staff of the Institute:

Personal and confidential information about individual staff members will not be released to persons within or outside the Institute, except in circumstances required by law (eg. income tax certificate) without that staff members consent or request.

Information about the relationship of staff members with Institute is considered confidential although staff members are identified publicly in the conventional way in publications such as hand books. Institute also has to submit general statistics about itself to external authorities. These statistics are in general terms and do not identify individuals.

In certain circumstances relating to employment of staff member, the Institute releases information to other organisations. For example, if a staff member of Institute of Health and Nursing Australia is leaving to go to another organisation, it may be necessary to release information to other organization, such as details of that staff member's study and long service leave credits and superannuation agreement. In such matters, the Institute will act as if it has the member's consent unless informed to the contrary.

At the written request of the staff member concerned, the Institute may release personal information of a staff member, stating for example that the person is a staff member of this Institute, the position they occupy and the remuneration they receive.

### 6.3 Release of information about students of the Institute:

The Institute does not release personal information about any student without the student's written consent or request. Information on individual file is only accessible to Institute staff whose official responsibilities involve them in student and student related matters.

Releasing confidential information (including units attempted, units passed, grades, address, and phone number) to anyone other than the student themselves or authorised Institute personnel, or as part of legal reporting requirements to relevant and authorised authorities.

If a student wishes to have information released concerning their enrolment at IHNA, they must:

- Write and submit a signed and dated letter of request. The letter will be kept in student file.
- Each request will require a separate written authorization.
- The Institute has right to withhold a request if there is any financial debt to the Institute or any disciplinary action pending in relation to that student.

Institute may receive telephone messages for a student (and thereby acknowledge students enrolment in the Institute) but student contact advice is not given to the callers.

### 6.4 Cookies

In some circumstances, IHNA uses cookies to enhance the functionality of its website and offer improved services. A cookie is a packet of information that allows the server to identify and interact more effectively with computers using the website. IHNA do not store any personal details using cookies. Users can configure their browser to accept all cookies, reject all cookies, or notify them when a cookie is sent by referring to their browser instructions. If users reject all cookies, they may be unable to use IHNA web sites.

### 6.5 Sharing Information with Third Parties

Unless instructed, personal information may be shared with related companies within Health Careers International Group Pty Ltd (HCIG) where it will remain confidential. IHNA does not collect or compile personally identifiable information for the dissemination or sale to outside parties for consumer marketing. It will only disclose information when:

- Required by the law.
- Individual has consented to disclosing the information.
- It is needed to share in order to provide the product or service that was requested.
- In certain circumstances IHNA may rely on outside contractors to carry out specialised activities on our behalf such as the mail out of IHNA Information, or the dispatch of high volume Internet messages, (e-mail) or short messaging service (SMS).

These outside contractors act on behalf of IHNA and do not operate their own personal agendas whilst processing your personal information. At times personal information may be provided to these outside

contractors to undertake the contracted task, all information remains the property of IHNA at all times and the outside contractors are bound by specific confidentiality and non-disclosure agreements.

## 6.6 Security of Data

IHNA takes the protection of customers, their information and their profile very seriously.

IHNA adheres to strict industry procedures and professional standards of conduct for the operation of enrolments and online education systems. It utilises high-level security practices and employ multiple layers of security mechanisms to ensure that all data is protected and secure.

## 6.7 Collection of Personal Information for online payment

While registering or paying for a course through IHNA's website [www.ihna.edu.au](http://www.ihna.edu.au), IHNA will need to collect the credit card details if paying by credit card along with other personal information. This allows IHNA to process and complete the enrolment.

IHNA utilises the ANZ eGate Payment Gateway for the receipt and processing of all electronic card payments. IHNA does not store any information about an individual's credit card. For further information about the terms and conditions of use for the ANZ Payment Gateway please go to;

<http://www.anz.com/small-business/products-services/merchant-services/internet-payment-solutions/egate>

## 6.8 Resolving Privacy Issues

If an individual wishes to raise or discuss any issues about Privacy Policy, it can be done in a number of ways:

- They can speak directly to a staff and they will do their best to resolve the issue.
- Call Feedback Line on 1800 22 52 83 during normal business hours.
- Email the issue to [hr@hcigroup.com.au](mailto:hr@hcigroup.com.au)
- If investigation is required IHNA will keep the individual advised of progress. If staff is unable to resolve the matter, it will be escalated as appropriate to facilitate a solution.