



# (APP) -Privacy Policy

Evolution Hospitality Institute (RTO91256  
CRICOS 02869G)

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# Privacy and Personal Information

## Overview

In the course of its business, Evolution Hospitality Institute (RTO 91256) may collect information from students or persons seeking to enroll with the RTO, either electronically or in hard copy format, including information that personally identifies individual. Evolution Hospitality Institute may also record various communications between individuals and the RTO.

**Note: the table below will refer to Evolution Hospitality Institute as EHI**

Australian Privacy Principles		Comment
<p><b>Part 1</b> Consideration of personal information privacy</p>	<p><b>Privacy Principle 1</b> — open and transparent management of personal information</p> <p><b>Privacy Principle 2</b> — anonymity and pseudonymity</p>	<ul style="list-style-type: none"> <li>i. EHI clearly states all its policies applying to privacy on its website; <a href="http://www.evolution.edu.au">www.evolution.edu.au</a></li> <li>ii. All participants and stakeholders must also read the Student Handbook for further details.</li> <li>iii. All participants enrolling into accredited programs all complete a student enrolment form which informs students of reason of collection of information and why. The student enrolment form also directs the participant back to the student handbook for further information</li> </ul> <p>The RTO - EHI APP Privacy Policy is available FREE of charge on its website: <a href="http://www.evolution.edu.au">www.evolution.edu.au</a></p>
<p><b>Part 2</b> - Collection of personal information</p>	<p><b>Privacy Principle 3</b> — collection of solicited personal information</p> <p><b>Privacy Principle 4</b> — dealing with unsolicited personal information</p> <p><b>Privacy Principle 5</b> — notification of the collection of personal information</p>	<ul style="list-style-type: none"> <li>i. EHI only collects data as per the guidelines set by NCVET. Should exemption be granted by ASQA then at this point the student will be given the option not to supply EHI the information requested on the enrolment form.</li> <li>ii. The activities that are required for collection currently are all accredited programs. The information is collected by the student willingly completing the enrolment form and entered into the student management system. (TEAMS)</li> <li>iii. EHI ensures student compliance with the conditions of their visas and obligations under Australian immigration laws. EHI collects data as per the guidelines set by the Education Services for Overseas</li> </ul>

		<p>Students Act 2000, education services for Overseas Students Regulations 2001 and the national Code of Practice for registration Authorities and providers of Education and Training to Overseas students 2007</p> <p>iv. Evolution Hospitality Institute (RTO 91256) ensures reporting activities are met for all agents used to administer and monitor compliance with Australian Government and Legislations.</p> <p>EHI informs the individual that the information collected is as per the requirements set by the registering body ASQA, guidelines set by NCVET and where information is collected request by a specific law.</p>
<p>Part 3 – Dealing with personal information</p>	<p><b>Privacy Principle 6</b> — use or disclosure of personal information</p> <p><b>Privacy Principle 7</b> — direct marketing</p> <p><b>Privacy Principle 8</b> — cross-border disclosure of personal information</p> <p><b>Privacy Principle 9</b> — adoption, use or disclosure of government related identifiers</p>	<p>i. EHI only collects the data to meet the requirements of the registering body ASQA, NCVET and as per the guidelines set by the Education Services for Overseas students Act and 2000 and Regulations 2001. The primary purpose is on contact to collect the required information and to validate the person’s identity. Should disclosure of information be required for any other purpose EHI will obtain written consent from the individual.</p> <p>ii. Under no circumstance does EHI disclose any information for the purpose of direct marketing unless the individual has consented to the use or disclosure of the information.</p> <p>iii. Before EHI discloses personal information about an individual to a person or overseas recipient) who is not in Australia or an external Territory, and who is not the entity or the individual EHI will take reasonable steps to ensure that the overseas recipient does not breach the Australian Privacy Principles (APP) in relation to information. This policy relates to all APP except for Principal 1.</p>

		<p>iv. Commonwealth Government identifiers (Medicare number, tax file number or USI) will only be used for the purposes for which they have been issued. EHI will not assign identifiers except where it is necessary to carry out our functions efficiently or unless the adoption of the government related identifier is required or authorized by or under an Australian law or a court/tribunal order.</p>
<p><b>Part 4 - Integrity of personal information</b></p>	<p><b>Privacy Principle 10</b> — quality of personal information</p> <p><b>Privacy Principle 11</b> — security of personal information</p>	<p>i. EHI ensures that all information collected is initially document on an enrolment form. This form is completed by the individual in whom the information relates to.</p> <p>The information is checked by the Administrator and Student Support Officer who checks all details against assurance of quality.</p> <p>ii. EHI Administrators enter all data into a student data management system (TEAMS). The data management system is backed and secured by a host company which backs up data daily, weekly and monthly.</p> <p>All administrators of EHI have a unique log on user identification and password. The SMS can only be accessed by EHI administrators. This information is reflected in the Operations Handbook for all staff of EHI. *Reference - Student records Policy and Procedures (RTO Standard- Clause 3.6)</p> <p>iii. Should and when EHI change SMS it will take reasonable steps to ensure that data collected is secure. This will involve but not limited to the correct procedure relating to Records Management Policy, Policy and Procedure Records Retention and Disposal set by ASQA and section28(1) the National Vocational Education and Training Regulator Act 2011. Reference to Third Party Policy may also be found in EHI Third Party Agreement. The Third Party Provider will also address security and privacy as per the APP Guidelines.</p>

		<p>EHI adopts the procedure for misuse, interference, loss, unauthorized access, modification or disclosure including dealings with unsolicited information as addressed in this policy and as directed by the registered body ASQA, NCVET and the Education Services for Overseas students Act and 2000 and Regulations 2001.</p>
<p><b>Part 5</b> - Access to, and correction of, personal information</p>	<p><b>Privacy Principle 12</b> — access to personal information</p>	<ul style="list-style-type: none"> <li>i. Where EHI collects personal information about an individual the individual may request access to his or her information. (relating to enrolment, assessment outcomes and copies of certification). The individual will be required to send an email to <a href="mailto:studentsupport@evolution.edu.au">studentsupport@evolution.edu.au</a>. this will be responded to with 24 hours or the next Business day via email or telephone call. From EHI website this maybe located under Contact Us.</li> <li>ii. Where an individual has requested access to personal information a charge will NOT apply. In the event that this occurs this enquiry will be referred to a representative from the Student Support team. It is the RTO Compliance Officer that will decide that the information to be released is being accessed by the true identified individual in which the information belongs to.</li> <li>iii. Where EHI quality assurance process determines that the information collected is inaccurate, out of date, incomplete, irrelevant or misleading; or the individual requests the entity to correct the information, the individual will be contacted to validate the information and deem the information correct and current. Should the situation of the information gathered be deemed as un reasonable the individual will be given the information to opt out of disclosure of information. Should this decision effect the status of EHI as a Registered Training organisation then the final decision will be made by the CEO of EHI to declare the collected information to be reasonable and what will be the final steps to protect the</li> </ul>

		<p>individual and EHI.</p> <p>iv. Individuals may request a correction to personal data held. This may be done via an e-mail sent to <a href="mailto:studentsupport@evolution.edu.au">studentsupport@evolution.edu.au</a> . this will be responded to within 24 hours or the next business day via email or telephone call. An enquiry (request may also be sent to via the EHI website: <a href="http://www.evolution.edu.au">www.evolution.edu.au</a> tab Contact Us.</p> <p>The individual will NOT be charged for the making of this request, for correcting the personal information, or for associating the statement with the personal information.</p>
	<p><b>Privacy Principle 13</b> — correction of personal information</p>	<p>EHI takes reasonable steps to correct personal information collected from all stakeholders/clients, to ensure it is accurate, up-to-date, complete, relevant and not misleading, and that is has regard to the purpose for which it is held.</p> <p><i>Individual Requests</i></p> <p>On an individual’s request, EHI will:</p> <ul style="list-style-type: none"> <li>• Correct personal information held; and</li> <li>• Notify any third parties of corrections made to personal information, if this information was previously provided to these parties.</li> </ul> <p><i>In cases where EHI refuses to update personal information (Dealing with Requests), EHI will:</i></p> <ul style="list-style-type: none"> <li>• Give a written notice to the individual, including the reasons for the refusal and the complaint mechanisms available to the individual;</li> <li>• Upon request by the individual whose correction request has been refused, take reasonable steps to associate a statement with the personal information that the individual believes it to be inaccurate, out-of-date, incomplete, irrelevant or misleading;</li> <li>• Respond within 14 calendar days to these requests; and</li> <li>• Complete all actions free of charge.</li> </ul>

		<p><i>EHI request to associate a statement</i></p> <p>EHI takes reasonable steps to correct personal information in cases where EHI is not satisfied that the personal information held is inaccurate, out-of-date, incomplete, irrelevant or misleading (that is, the information is faulty or misleading information). This awareness may occur through collection of updated information, in notification from third parties or through other means.</p> <p>Individuals may request a correction to personal data held. This may be done via a email sent to <a href="mailto:studentsupport@evolution.edu.au">studentsupport@evolution.edu.au</a> . this will be responded to within 24 hours or next business day via email or telephone call. An enquiry (request may also be sent to via the EHI website: <a href="http://www.evolution.edu.au">www.evolution.edu.au</a> tab Contact Us.</p>
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*From 12 March 2014, the Australian Privacy Principles (APPs) will replace the National Privacy Principles and Information Privacy Principles and will apply to organisations, and Australian Government (and Norfolk Island Government) agencies. There are 13 APPs from Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988. For the latest versions of these Acts visit the ComLaw website: [www.comlaw.gov.au](http://www.comlaw.gov.au). The intent of this document has been to address all 13 principals.*