



Information Security and Records Retention Policy and Procedure

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1. PURPOSE

- 1.1 This document specifies Laneway Education's (the College) information security and records retention policy and procedure. It sets out guidance to staff and learners relating to the collection, use, storage and disclosure, security and access to personal information.

2. SCOPE

- 2.1 This document applies to all staff and learners in the College.

3. POLICY STATEMENT

Collection of Personal Information

- 3.1 The College collects personal information in order to assist in the provision of its services. Personal information will not be collected unless it is relevant for a purpose directly related to a function or activity of the College.
- 3.2 The College will only collect information by lawful means. Where the College collects personal information for inclusion in a record, it will take all reasonable steps to ensure that the individual is made aware of the purpose for which the information is being collected. The College shall not collect personal information by unlawful or unfair means.
- 3.3 Learner personal information is collected for the purposes of:
- 3.3.1 processing enrolments and enquiries;
 - 3.3.2 communicating accurately with learners;
 - 3.3.3 matching courses with learners' needs;
 - 3.3.4 dispatching course information;
 - 3.3.5 enrolment procedures;
 - 3.3.6 delivering course materials;
 - 3.3.7 managing record keeping processes and learner account details;
 - 3.3.8 compiling statistics and market research; and
 - 3.3.9 meeting standards of regulatory reporting requirements.
- 3.4 The College will ensure that the collection of personal information does not intrude to an unreasonable extent upon the personal affairs of the individual concerned and that information collected is up to date and complete.

Use and Disclose of Information

- 3.5 The College acknowledges and respects the privacy of individuals. The information collected is "personal information" as defined by the *Privacy Act 1998* (Cth). This information is collected for the purposes of processing learner enrolment applications or enquiries, keeping learners informed of upcoming events, and assisting the College in improving its educational service.
- 3.6 The College is required to provide personal information to external organisations, including the Australian Government and their designated authorities or agencies in order to provide specific services and as required by law. This may include sharing information with the Australian Taxation Office (ATO), Department of Education (DET); Australian Council for Private Education and Training (ACPET) for the Tuition Assurance Scheme; state and national regulatory bodies such as Australian Skills Quality Authority (ASQA) and the Department of Home Affairs (formerly the Department of Immigration and Border Protection (DIBP)).

- 3.7 Personal information will not be disclosed to a third party, other than as described above, without the written consent of the individual concerned. If a learner provides written consent to release certain information to a third party, then a record of the written consent must be kept in the learner's file.

Currency of Personal Information

- 3.8 The College will make all reasonable efforts to ensure that personal information held by the College is kept up to date.
- 3.9 If a learner believes that their personal information retained by the College is out of date or otherwise inaccurate, the learner may amend their personal information by submitting a request to the College.

Storage of Learner Records

- 3.10 The College will retain records of qualifications and statements of attainment issued for 30 years to ensure that current and past learners are able to access records of their achievements.

4. PROCEDURE TO ACCESS LEARNER RECORDS

- 4.1 To access their own records, learners must complete and submit a request to access personal information form available on the College website.
- 4.2 Once received, the Administration and Enrolment Coordinator, or a delegated College staff member, will review the learner's request.
- 4.3 Should the request for records access require identification proof, the Administration and Enrolment Coordinator, or delegated College staff member, will inform the learner of what they need to provide.
- 4.4 Once the identity of the learner is confirmed, the Administration and Enrolment Coordinator, or delegated College staff member, will assist the learner to view their personal information either on file or in the learner record management system.

5. RESPONSIBILITIES

- 5.1 Laneway Education implements a RASCI Responsibility Matrix to assign and display responsibilities of individuals to carry out a process within the organisation.

	CEO	Head of Growth	Head of Product	Administration and Enrolment Coordinator	Administration and Enrolment Team Members	Trainers and Assessors	Student Experience Team Members	Growth Team Members	Head of Compliance
R				X	X				
A	X								
S							X		
C									X
I		X	X			X		X	

'R' Responsible – the person who is responsible for carrying out the entrusted task, monitoring compliance and maintaining records.

'A' Accountable (also Approver) – the person who is responsible for the whole task and who is responsible for what has been done.

'S' Support – the person who provides support during the implementation of the process.

'C' Consulted – the person who can provide valuable advice or consultation for the process.

'I' Informed – the person who should be informed about the process.

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Revision History			
Date	Version	Description of Modifications	Approved By
12/06/2017	1.0	Original	Dan Wortley
14/06/2017	1.1	Document style and content edits	Dan Wortley
13/08/2017	1.2	Document style and content edits	Dan Wortley
13/03/2019	2.0	Change to company name. Clarification of how to submit Request for Access to Personal Information form. Amendment to reflect the Department of Immigration and Border Protection (DIBP) being subsumed by the Department of Home Affairs	Dan Wortley
04/06/2019	2.1	Minor document format and content edits	Stuart Hicks
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