



Privacy Procedure & Guidelines

Version: 1st

Responsible To: Head of College & CEO – John XXIII College

Pertains To: Residents (Accommodation Agreement Holder) – John XXIII College

Supported By: Deputy Head of College – John XXIII College
Staff – John XXIII College

Collegiate Team – John XXIII College

Monitored By: Head of College & CEO – John XXIII College

Procedures

Collection of Personal Information

1. The College will generally collect personal information about an individual by way of on-line portals or paper forms, meetings and interviews, emails and telephone calls.
2. Additional personal information may also be generated about an individual throughout a Resident's time at the College and then as a member of the College's Alumni.
3. The College may also collect information from other people who support the applicant in their application for residency, e.g. parents, teachers.
4. In some circumstances the College may be provided with personal information about an individual from a third party, for example Semester Results from ANU, a report provided by a medical professional or a reference from a school or other Residential college.
5. The College may collect data about a Resident, Staff member or Visitor from the Salto Locking System or the College's CCTV System. Unless there is a specific incident that requires the College to keep this data, it is regularly "written over" after a short period and is not kept over the long term.

Use of Personal Information

1. The College will use the personal information it collects for the primary purpose of its collection, and for such other secondary purposes that are related to the primary purpose of collection and might reasonably be expected by the supplier of the information, or to which the supplier has consented.
2. The College's primary purpose in collecting personal information about Residents is to enable it to provide an appropriate living and learning environment to its Residents. This includes:
 - a. The daily administration of the College,
 - b. The supplying of academic, religious, sporting and social opportunities,
 - c. Oversighting Residents' wellbeing,
 - d. Allowing the College to discharge its duty of care,
 - e. Satisfying the College's legal obligations.
3. The College's primary purpose in collecting personal information about account holders / parents and guardians of Residents is to allow the College to contact them when needed. This information is used for:
 - a. Contact in relation to Functions which the College may host,
 - b. The purposes of making contact with parents/guardians when there is an emergency which affects the Resident,
 - c. Seeking donations and marketing for the College,
 - d. Contacting the account holder regarding fee payments.



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4. The College's primary purpose in collecting personal information about job applicants, staff members and contractors is to assess and (if successful) to engage the applicant, staff member or contractor, as the case may be. This information is used for:
 - a. Administering the individual's employment or contract, as the case may be,
 - b. Insurance purposes,
 - c. Seeking donations and marketing for the College,
 - d. Satisfying the College's legal obligations, for example, in relation to child protection legislation.

5. The College's primary purpose in collecting personal information about alumni and volunteers who assist the College in its functions, is to allow the College to operate and look after its Residents.

NB.

- Examples of volunteers include Board Members, Foundation Members, Committee Members and Tutors.

Information relating to the Alumni is kept in the archives and is used for:

- a. Historical purposes including studies, exhibitions or publications,
- b. Inviting them to events,
- c. Seeking donations and marketing for the College.

Disclosing Personal Information

1. Marketing and Fundraising
 - a. Fundraising for the College's future growth and development is an important part of assisting the College to provide a quality living and learning environment. Parents/Guardians, staff, contractors and other members of the wider College community may from time to time receive fundraising information.
 - b. Personal information may be disclosed by the College:
 - i) To any associated organisations to assist in fundraising, for example, a College Foundation,
 - ii) In College publications, like newsletters and magazines, which may be used for marketing and promotional purposes.
2. To the University
The University requires some information about the College Residents, who are enrolled at ANU, in accordance with the statutes and regulations at the University.
3. To Government Agencies
The College provides information to Government departments, as required by law.
4. To Providers of Specialist Services
The College provides personal information to the providers of specialist services to the College. These include, but are not limited to, medical and counselling services, Academic tutors, sports coaches and photographers.
5. To anyone to whom the individual authorises in writing for the College to disclose the information to.
6. To Overseas Recipients
 - a. The College may disclose personal information about an individual to overseas recipients, for instance, when storing personal information with 'cloud' service providers which are situated outside Australia or to facilitate a university exchange,
 - b. The College will not send personal information about an individual outside Australia without:



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- i) obtaining the consent of the individual (in some cases this consent will be implied); or
- ii) otherwise complying with the Australian Privacy Principles or other applicable privacy legislation.

7. An Exception in Relation to Employee Records

- a. Under the Privacy Act and the Information Privacy Act (2009) the Australian Privacy Principles do not apply to an employee record.
- b. As a result, this Privacy Policy does not apply to the College's treatment of an employee record, where the treatment is directly related to a current or former employment relationship between the College and employee.

Authority to Collect and Use Resident Data

1. As part of their contract with the College, each Resident authorises a number of groups to provide information about themselves to another group. These are:
 - a. They authorise the Australian National University to provide the College with access to their:
 - i) Academic results, while they are a Resident of the College and a student at the University,
 - ii) Final grades and graduation data.
 - b. In cases where the Head of College believes that the pastoral care of a Resident takes priority over privacy concerns, the Resident authorises the Head of College to
 - i) Inform the Next of Kin of any issue related to the safety or wellbeing of the Resident,
 - ii) Inform College academic and pastoral care staff of a Residents' exam results so that they can provide the appropriate assistance to the Resident,
 - iii) Inform the Next of Kin of a Resident's exam results, if the College believes there are urgent pastoral care requirements.
 - c. They authorise the College to use their name, image, likeness, photograph, in audio and /or video recordings created for the College, without compensation. This use includes, but is not limited to advertising, publicity and promotional use.
 - d. The Resident acknowledges that the College may have obligations in the normal course of events to inform the police, the ANU or any other proper authority such information about the Resident as those bodies may require.
2. In all cases with a disclosure, it will be made at the sole discretion of the Head of College. Apart from disclosures permitted by this authority, given by the Resident, the College will not disclose personal details or a Resident's exam results to any other person at any time without the Resident's authority.

The Treatment of Sensitive Information

1. Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless the supplier of the information agrees otherwise, or the use or disclosure of the sensitive information is allowed by law.

The Management and Security of Personal Information

1. The College's staff are required to respect the confidentiality of each Resident's personal information and the privacy of individuals. Each staff member and each student leader is to enter a confidentiality agreement on appointment.
2. The College has in place steps to protect the personal information the College holds from misuse, interference and loss, unauthorised access, modification or disclosure by use of various methods including:



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- a. Locked storage of paper records, which had limited access and
- b. Password access rights to the computerised records, which also has tiered permission access levels.

The Accessing, Updating and Correction of Personal Information

1. Under the Commonwealth Privacy Act, an individual has the right to obtain access to any personal information which the College holds about them and to advise the College of any perceived inaccuracy.
NB.
 - There are some exceptions to these rights set out in the applicable legislation.
2. To make a request to access, correct or update any personal information the College holds, an individual must contact the Head of College in writing.
3. The College may require identity verification and request specifics about the information required.
4. The College may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, the College will advise the likely cost in advance.
5. If the College cannot provide access to the information, the College will provide the applicant with written notice explaining the reasons for refusal.

Enquiries and Complaints

1. To make a complaint about a breach of this Privacy Policy or the Privacy Principles of the Privacy Act (1988) contact Head of College.
2. A complainant must provide John XXIII College with sufficient details regarding the complaint together with supporting evidence.
3. The Head of College will refer any complaints they receive to the relevant Manager who will investigate the issue and determine the steps (if any) that John XXIII College will undertake to resolve the complaint.
4. The College will contact the complainant if additional information is required and will notify the complainant in writing of the outcome of the investigation.
5. If a complainant is not satisfied with the College's determination, they can:
 - a. Contact the Head of College to discuss their concerns or
 - b. Submit a written notification to the Australian Privacy Commissioner at www.oaic.gov.au

By accepting a John XXIII College Accommodation Agreement, Resident accepts and agrees to abide by all of the terms and conditions of John XXIII College's Policies and Procedures. Residents should contact the College for further clarification if required.