

# LATROBE COLLEGE OF ART AND DESIGN

## Policy

### HANDLING INFORMATION

VET Student Loan Rules 2016, Section 94

#### Policy

This policy outlines how LCAD manages, stores, and discloses personal and sensitive information collected under the VET Student Loans (VSL) program. It ensures compliance with Section 94 of the VET Student Loans Rules 2016. It supports the protection of student privacy in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This policy applies to all personal information LCAD collects, stores, uses, or discloses in relation to the administration of VET Student Loans. It covers staff, contractors, and third parties involved in managing or accessing student data.

LCAD is committed to ensuring that all information collected to administer VET Student Loans is:

- Collected and handled lawfully, fairly, and transparently.
- Used only for its intended purpose.
- Disclosed only where authorised or required by law.
- Stored securely to protect against misuse, interference, loss, unauthorised access, or disclosure.

#### Definitions

- Personal Information - Information or an opinion about an identified individual or a reasonably identifiable individual.
- Sensitive Information - A subset of personal information including information about a person's racial or ethnic origin, political opinions, health, or criminal record.
- VET Student Loans Information - Any information collected, generated, or used for the purposes of administering the VET Student Loans program, including loan applications, enrolment, progress, and debt data.

#### Procedures

##### Collection of Information

- LCAD collects and securely saves student information required for the application and administration of VET Student Loans in accordance with legislative requirements.

The student is advised of LCAD's adherence to the protection and privacy when handling student information through its Letter of Offer.

The student is also asked to confirm they understand this when they agree to enrol, through the signed Acceptance Form

- Students are informed of:
  - The purpose of collection;
  - How their data will be stored, used, and disclosed;
  - Their right to access and correct their information;
  - Any third-party disclosures (e.g. to the Department of Employment and Workplace Relations or the Australian Taxation Office).

## Use of Information

- Information collected for VET Student Loans will only be used for:
  - Assessing loan eligibility.
  - Reporting to the Department of Employment and Workplace Relations.
  - Verifying student identity and citizenship.
  - Monitoring course progression.
  - Managing debts and repayments.
- LCAD staff are trained to ensure they handle student data appropriately and only access information on a need-to-know basis.

## Disclosure of Information

- Information will only be disclosed:
  - To the Secretary or other authorised Commonwealth officials for VSL compliance or program administration.
  - To other parties when required or permitted by law.
  - With the student's explicit written consent.
- Any non-routine disclosure must be authorised by the CEO or coordinator and documented in the Checklist Government, College & Reporting

## Storage and Security

- Information is stored securely in LCAD's student management system, with access restricted to authorised personnel.
- Digital data is backed up via the cloud system.
- LCAD employs reasonable technical and organisational safeguards to protect personal and sensitive information.

## Access and Correction

- Students may request access to their personal information by submitting a written request.
- If a student believes their information is incorrect, LCAD will investigate and make corrections where appropriate.
- All requests and outcomes are logged.

## Staff Training and Confidentiality

- All staff handling VET Student Loans information are trained in privacy and information management protocols.
- Confidentiality agreements are signed as part of employment induction and reviewed annually.

## Responsibilities

- See Organisation Chart

## Data Breach Management

In the event of a data breach:

- LCAD will follow its Data Breach Response Plan.
- The breach will be reported to the coordinator immediately.
- If the breach is likely to result in serious harm, LCAD will notify affected individuals and the Office of the Australian Information Commissioner (OAIC), as required under the Notifiable Data Breaches Scheme.

## Review and Continuous Improvement

This policy will be reviewed annually, or sooner if required by legislative changes or audit outcomes.

## **94 Handling information**

- (1) An approved course provider must have processes and procedures for handling information.
- (2) The processes and procedures must:
  - (a) provide for the management of students' personal information in accordance with the Australian Privacy Principles; and
  - (b) provide for students to access their personal information; and
  - (c) provide for students to have incorrect personal information corrected; and
  - (d) provide accurate information about the use and disclosure of personal information collected by the provider, including that the information may be disclosed to the Commonwealth and the VSL Tuition Protection Director.