



PRIVACY POLICY

Purpose

Lincoln Education Australia (LEA) appreciate that privacy is important to you. LEA is committed to handling personal information in accordance with the Australian Privacy Principles set out in the *Privacy Act 1988* (Cth).

Scope

This Privacy Policy applies to the collection, use and disclosure of personal information by LEA. In this policy “you” refers to any person about whom LEA collect personal information.

Principles

The Australian Privacy Principles (or APPs) are the cornerstone of the privacy protection framework in the Privacy Act 1988 (Privacy Act). They apply to all organisations and agencies covered by the Privacy Act.

There are 13 Australian Privacy Principles and they govern standards, rights and obligations around:

- the collection, use and disclosure of personal information
- an organisation or agency’s governance and accountability
- integrity and correction of personal information
- the rights of individuals to access their personal information

The Australian Privacy Principles are principles-based law and gives LEA the flexibility to tailor the personal information handling practices to the business model and the diverse needs of individuals.

What information does LEA collect about you?

Students

When you enrol in a course or program of study LEA shall collect personal information about you, such as your name, address, contact details (including your phone number and email address), date of birth, citizenship, educational history and results, work history (if relevant), emergency contact details, details of your parent(s) or guardian(s) (for students who are under 18 years of age at the time of enrolment), and credit card details. LEA may also collect personal information which is necessary for particular products or services you request from us (for example, when you register for testing or training with LEA).

LEA shall collect personal information during the course of dealing with you, for example, as you progress through a course or program of study.



LEA may collect other personal information about you which is considered sensitive information (for example, information about whether you identify as Aboriginal or Torres Strait Islander; information which may disclose your racial or ethnic origin (such as your proficiency in languages other than English); information about your health or a disability where this is relevant to accommodating your needs; and information that may disclose your membership of a professional or industry association (such as when assessing your eligibility for course credit or exemption).

LEA may collect government related identifiers, such as your tax file number, passport number (if relevant), Confirmation of Enrolment (COE) number (or equivalent), student concession number, and Commonwealth Higher Education Student Services Number (CHESSN) (or equivalent), which are necessary to verify your identity, to confirm your eligibility for enrolment, or to assess or administer your entitlement to financial assistance.

Collection of your personal information may be required by law for the purpose of reporting to Commonwealth, State and Territory government agencies for planning, evaluative, administrative and funding purposes. Collection of your personal information may also be required to assess your entitlement to, and administer any entitlement to, financial assistance under Commonwealth programs for supporting students such as FEE- HELP (where applicable). Personal information which may be required by law to be collected includes your tax file number, visa details and passport number (if relevant). Further information about these purposes shall be provided to you at the time of collection.

LEA generally collect personal information directly from you. LEA may also collect personal information about you from third parties, for example:

- from schools and other educational institutions where necessary to verify qualifications and course credits for enrolment and assessment purposes;
- from organisations where you may be completing a work placement, internship or practical component of your course or program of study;
- from your employer if your course or program of study is being supported by them or incorporated into your employment
- from education agents;
- from other educational institutions and organisations that work with us recruiting potential students into our courses and programs of study;
- from other educational institutions and organisations that work in affiliation or partnership with us to provide, promote, accredit or recognise your course or program of study;
- from professional associations of which you are a member or seeking membership; or
- where LEA are retained by third parties to assist them with auditing and compliance programs.

LEA also collect personal information about you from third parties for the purpose of direct marketing of our services. The use of your personal information for direct marketing purposes is discussed below.



Where it is lawful to do so, LEA may monitor and record your communications with us (including email and telephone) for security and dispute resolution purposes.

Employees, Contractors and Staff

LEA shall collect certain personal information about you, such as your name, address, educational history, work history and contact details (including your phone number and email address) when you make an enquiry about, or apply for, a position with LEA. LEA shall collect personal information about you from third parties, such as your referees, as part of our assessment of your suitability for a position. In providing contact details for your referees, you are considered to have given your consent to our collecting personal information from your referees.

LEA shall collect certain additional personal information about you, such as your date of birth, tax file number, emergency contact details, ABN (if relevant), bank account and superannuation information, and visa, passport and licence details (if relevant), and details relating to your working with children and police checks, if you are offered a position at LEA.

During the course of your employment or engagement at LEA, LEA may collect other personal information about you, including records of your work performance, medical certificates, nationality, membership of a professional or industry association (if applicable), trade union membership (if applicable), information concerning your overseas health cover (if relevant) and information concerning any disputes relating to your employment or engagement.

This Privacy Policy does not apply to employee records held by LEA relating to an employee or former employee of LEA.

Other Individuals

LEA may collect personal information about individuals who are not LEA students. This includes, for example, individuals who are enquiring about products or services offered by LEA or are dealing with LEA on a commercial basis (such as a supplier, contractor or education agent). LEA shall collect personal information about you including your name, position, address, contact details (including your phone number and email address), licence or registration numbers (if relevant), ABN, bank details and other information relevant to the capacity in which you are dealing with LEA.

Visitors to Our Website

People can generally visit LEA websites without revealing who they are or providing any personal information. LEA shall not collect any personal information about visitors to LEA websites, except when such visitors take steps to provide personal information to us (for example, by logging in to the website or when submitting an enquiry with your contact details). Information provided through LEA websites shall be collected, held, used and disclosed in accordance with this Privacy Policy.



If you provide us with personal information through LEA websites, LEA may log your usage of LEA sites to assist us to make LEA websites more accessible and valuable to our students and clients.

The LEA website uses cookies. A 'cookie' is a small text file stored on your computer which assists in managing customised settings of the website and delivering content. The LEA website uses first party and third party cookies together to serve advertisements based on your visits to the website and third party websites.

LEA uses third party services (including Google Analytics) to undertake demographic analysis of visitors to our website and to display advertisements on third-party websites. You can use the settings in your browser to control how your browser deals with cookies. You can control the settings and/or opt out of display advertisements using Google's Ad Settings (<https://www.google.com.au/settings/ads>).

The internet is not always a secure method of transmitting information. Whilst LEA takes reasonable steps to ensure that information it receives is maintained securely, it cannot ensure that communications conducted via the internet shall be secure.

Can you deal with LEA anonymously?

You have the option of not identifying yourself, or using a pseudonym, when dealing with LEA (for example, when making an enquiry). However, it is generally not practicable or lawful for LEA to deal with you anonymously or pseudonymously on an ongoing basis (for example, if you wish to enrol in and complete a course or program of study). If LEA does not collect personal information about you, LEA may be unable to provide you with the services you have asked us to provide.

How does LEA hold personal information about you?

LEA holds personal information about you in paper-based and electronic records and systems. Personal information may be collected in paper-based documents and converted to electronic form for storage (with the original paper-based documents either archived or securely destroyed).

Information held in paper-based form is generally securely stored at the school at which you are enrolled or at the LEA head office in Sydney, Australia or in the case of archived records, at an external storage facility in Australia. LEA uses physical security and other measures to ensure that personal information is protected from misuse, interference and loss; and from unauthorised access, modification and disclosure.

Information held in electronic form is generally held on servers controlled by LEA in Australia. LEA uses physical security, password protection and other measures to ensure that personal information stored in electronic form is protected from misuse, interference and loss; and from unauthorised access, modification and disclosure.



Why does LEA collect and hold your personal information?

Students and Clients

LEA collects and holds your personal information for the purpose of providing you with the products, services or information you have requested from LEA and to manage and administer the products and services that LEA provides. Your information may be held by LEA after you have ceased to be a student or client to satisfy legal or regulatory record-keeping obligations or, for example, to enable LEA to confirm or verify your participation in or completion of a course or program.

Other Individuals

LEA collects personal information about individuals who are not students or clients of LEA and its schools for the purpose for which the information was provided (for example, to respond to an enquiry or administer or manage a commercial arrangement between LEA and the individual).

How does LEA use and disclose my personal information?

LEA may use your personal information for the purposes disclosed at the time of collection, or otherwise as set out in this Privacy Policy. LEA shall not use your personal information for any other purpose without first seeking your consent, unless authorised or required by law.

LEA shall use or disclose your personal information as follows:

- To provide the products, services or information you have requested from LEA, including for the purposes of enrolling you, assessing your progress, tracking your attendance, providing pastoral care (if applicable), issuing your results, and providing certificates of completion and testamurs, for your course(s) and program(s) of study. LEA may also disclose your information to third parties where they have been retained by LEA to assist us with functions such as the recruitment of students, providing student support services (including student satisfaction surveys), the placement of students into internships, work experience or employment, providing overseas student health cover to students (if applicable), promoting or recognising LEA qualifications, providing homestay accommodation for students (if applicable), the administration of contracts or undertaking auditing or compliance programs for us.
- To register you for, and administer, events, promotions or competitions.
- To verify to third parties who make enquiries of us as to whether individuals have completed a course or program of study at one of our schools (for example, where a potential employer is verifying a qualification or claimed qualification or you are enrolling in another school or educational institution or your course or program of study is being supported by your employer or undertaken in conjunction with your current employment or where a professional association of which you are a member, or seeking membership, is verifying a qualification or claimed qualification).



- To comply with our legal and regulatory obligations, including disclosure and reporting to Commonwealth, State and Territory government agencies for planning, evaluative, administrative and funding purposes. This includes:
 - disclosure and reporting to Commonwealth and State government agencies (including State Training Authorities) for the purpose of administering entitlements to financial assistance under Commonwealth and State government programs for supporting students such as FEE-HELP, and VET FEE-HELP (where applicable)
 - disclosure to government agencies with responsibility for administering and regulating education and training providers in Australia such as the Tertiary Education Quality Standards Agency (TEQSA), the Australian Skills Quality Authority (ASQA) and the Tuition Protection Service (TPS);
 - disclosure to government agencies or government-appointed providers with responsibility for reviewing and analysing student and other stakeholder feedback, including those administering the Quality Indicators for Teaching and Learning (QILT); and
 - disclosure to government agencies with responsibility for administering immigration and student visa arrangements (including disclosure of suspected breaches of student visa conditions and statistical information requested in relation to agent immigration performance)
 - disclosure and reporting to the National Centre for Vocational Education Research Ltd (NCVER), to organisations conducting student surveys and to researchers for the purposes of facilitating statistics and research relating to education (including surveys), for understanding how the VET market operates for policy, workforce planning and consumer information, and for administering VET including program administration, regulation, monitoring and evaluation.
- To assist us to make LEA sites, services and products more accessible and valuable to our students and clients.
- To keep your parent(s) and/or guardian(s) informed of your attendance, progress and general well-being, if you are under 18 years of age.
- To perform various administrative or management functions including administering billing and debt recovery; training of staff and contractors and managing their work performance and career progression; quality assurance and evaluation; maintenance and testing of information technology systems; obtaining advice from consultants and professional advisers; and management of legal liabilities and claims (including liaising with legal representatives and insurers).

Will your personal information be used for direct marketing?

LEA shall use and disclose your personal information for the purpose of direct marketing, including keeping you informed of products and services and new developments LEA consider may be of interest to you. You may request that you not receive direct marketing communications at any time by contacting LEA's Registrar or the Chief Operating Officer.



If LEA has collected personal information about you from third parties, LEA shall only use that information for direct marketing purposes with your consent (unless an exception applies). If LEA uses your personal information in this way, LEA shall give you the opportunity in each direct marketing communication to request not to receive further direct marketing communications.

Will your personal information be disclosed to overseas recipients?

LEA is likely to disclose personal information to overseas recipients. Unless LEA has your consent, or an exception under the Australian Privacy Principles applies, LEA shall only disclose your personal information to overseas recipients where LEA has taken reasonable steps to ensure that the overseas recipient does not breach the Australian Privacy Principles in relation to your personal information.

The entities referred to as 'LEA' in this Privacy Policy are subsidiaries of LEA, Inc. LEA, Inc., its subsidiaries and affiliates have operations in North America, the United Kingdom, Europe, Middle East, Africa, China, Hong Kong, North East Asia, South East Asia, Singapore, Australia and New Zealand. In circumstances where your information is disclosed to overseas recipients, those recipients are likely to be located in countries in the regions in which LEA operates.

LEA may disclose personal information to a third party contractor to provide student support and administrative services.

How can you access or seek correction of your personal information?

Generally, if you are a student or client and have a simple enquiry about your personal information (such as confirming your current contact details or confirming results from your course or program) please contact the LEA school or educational institution you have enrolled with.

You are entitled to access your personal information held by LEA on request. To request access to your personal information, please contact the LEA Privacy Officer using the contact details set out below. In limited circumstances, access to your personal information may be declined in accordance with the Australian Privacy Principles. You shall not be charged for making a request to access your personal information, but you may be charged for the reasonable time and expense incurred in compiling information in response to your request.

LEA endeavours to keep your personal information accurate, up-to-date and complete. You can assist us with this by letting us know if you notice errors or discrepancies in information LEA holds about you and letting us know if your details change. However, if you consider any personal information LEA holds about you is inaccurate, out-of- date, incomplete, irrelevant or misleading you are entitled to request correction of the information. After receiving a request from you, LEA shall take reasonable steps to correct your information.



If you wish to have your personal information removed from our records, you may request that your personal information be deleted or destroyed. It shall not always be possible to comply with your request to delete or destroy your personal information (for example, records of a course or program of study you have undertaken shall be retained by LEA for the period(s) that are specified by applicable legislative and regulatory requirements).

LEA may refuse your request to access, correct or delete your personal information in certain circumstances. If LEA refuses your request, you shall be provided with a reason for our decision and, in the case of request for correction, LEA shall include a statement with your personal information about the requested correction.

What should you do if you have a complaint about the handling of your personal information?

If you have any questions or concerns about this Privacy Policy or how your personal information has been handled by LEA, you may contact your LEA school or education institution at any time.

If you have contacted us and your question or concern has not been able to be resolved to your satisfaction, you may make a complaint to the LEA Privacy Officer using the contact details set out below.

LEA shall consider and respond to your complaint within a reasonable period. If you are not satisfied with our response to a complaint, or you consider that LEA may have breached the Australian Privacy Principles or the Privacy Act, you are entitled to make a complaint to the Office of the Australian Information Commissioner.

The Office of the Australian Information Commissioner can be contacted by telephone on 1300 363 992, full contact details can be found online at www.oaic.gov.au.

How are changes to this Privacy Policy made?

LEA may amend this Privacy Policy from time to time, with or without notice to you. LEA recommends that you visit the LEA website regularly to keep up to date with any changes.

Compliance

All staff and students at LEA are required to comply with this policy and its procedures, and with related policies and procedures. Non-compliance may result in a disciplinary action.

File Number	LEA-GEN-COR-70050-D
Responsible Officer	Chief Executive Officer
Contact Officer	Chief Operating Officer
Legislative Compliance	<ul style="list-style-type: none">• <i>Higher Education Standards Framework (Threshold Standards) 2015</i>• <i>Tertiary Education Quality and Standards Agency Act 2011</i>• <i>Privacy Act 1968</i>



Supporting Documents	
Related Documents	
Superseded Documents	
Effective Date	1 January 2022
Review Date	3 years from the effective date

Review Schedule

This policy shall be reviewed by the Corporate Governance Board every three years.

Version History			
Version number:	Approved by:	Approval Date:	Revision Notes:
1.0	Corporate Governance Board	17/12/2020	New policy