

Privacy

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Date of Original Issue: 24 Jan 2001
Last Reviewed: 02/02/2021
Comments to: CE

Overview

The College undertakes to collect, update, use store, disclose and exchange personal information in accordance with the provisions of the Privacy Act 2020.

All staff maintain strict confidentiality with regards to students' private/personal details and do not share any student information with unauthorised individuals (including other students, parents, spouses etc)

A copy of the Act is available from the Chief Executive or online from the Privacy Commissioner.

Procedure

The information sought on the ITC Enrolment Form and associated documents is required to enable the College to comply with its purpose and functions under the Education & Training Act 2020. The information will be held by the College and available to members of the College staff responsible for:

- Enrolment and academic progress
- Establishing and maintaining records
- Administering assessments
- Providing tuition, academic advice and support
- Providing student allowances and loan services
- Providing Student Visa advice and support

Personal information

- Personal information is any information that identifies a person. At ITC, personal information we collect includes:
 - name and contact details (eg, phone numbers, email address, home address)
 - National Student Number (NSN)
 - demographic information (eg, gender, ethnicity)
 - education history

- job title and organisation
- residency status

Collecting your personal information

We collect your personal information to:

- verify your identity
- [analyse your learning experiences and progression through our courses]
- assess your eligibility to receive our services
- correspond with you
- ensure our organisation receives appropriate funding
- We generally collect this information directly from you
- You don't have to provide any personal information to us but if you don't, we may not be able to determine whether you're eligible for our services
- Occasionally, we need to collect information about you from third parties because it is not practical to collect this information directly from you. These third parties are the Ministry of Education, Ministry of Social Development (StudyLink), and TEC. We collect this because we have a statutory function to make sure that you meet eligibility criteria.

Use of Personal Information Collected

The College is also required to provide some personal information to other government agencies. The agencies which may require the College to provide this information include:

- The Ministry of Education
- New Zealand Qualifications Authority
- The New Zealand Police
- The Department of Justice
- The Department of Immigration
- The TEC
- Agencies which support students through scholarships and prizes, payment of fees and other awards
- We may disclose some of your personal information to the TEC so that, if you are eligible for fees-free tertiary education, you won't be charged inappropriately. The information we share includes:
 - qualification codes

- course codes
- course start and end dates
- course equivalent full-time student (EFTS) factor
- if you withdraw, the date you withdrew
- the amount of fees-free funding you have consumed.
- At all other times, we'll only disclose your personal information if you allow us, or if we are required to by law.

Procedure

Written permission is obtained from each student by the College prior to any information being gathered or divulged.

Care is taken that documents belonging to students remain confidential and are stored and protected from open view.

Students may request to look at any/all of their records at any reasonable time, with reasonable notification. The College will, in accordance with the provisions of the Act, make available to students on request, the personal information it collects, and will make any appropriate corrections to that information to ensure that the information held is accurate.

If students have any further questions about the implications of any collection, holding, use and disclosure by the College of any personal information they may contact the Chief Executive.

Failure to Supply Information

If students choose not to supply the information requested by the College or supply incomplete or false information the College may decline, suspend or cancel enrolment.

Looking after your personal information

We take all reasonable precautions to protect personal information we hold from misuse, loss, unauthorised access, modification or disclosure. We do this by having strong external and internal premises security, storing information in access-controlled systems (SELMA), limiting staff interaction with data, and providing training on the Privacy Act to all our staff.

Technical – File locations and software operation

The Student Services Teams maintain Student Administration files. They are held in secure lockable offices at each campus. SELMA is our student management system and has different levels of access for ITC staff.

Action Sequence/Responsibility

Student Services Teams/Academic Support Team:

- Ensure that appropriate written permission is gained prior to gathering or divulging information or contacting any person or organisation on a students' behalf.
- Maintain security of documentation and data files.
- Protect the privacy and confidentiality of students when handling telephone calls or other requests for information.

Operational Managers and Tutorial Teams:

- Maintain the confidentiality of student files, assessment documents, results, attendance registers and similar information.
- Do not divulge any personal or private details/information without express permission from the student.
- Do not discuss any students' performance with other students or persons without the students' permission.

Senior Management Team:

- Ensure policies and procedures are carried out appropriately.
- Provide necessary familiarisation training to team members regarding the provisions of the Privacy Act.
- Investigate and respond to any complaints related to privacy issues.
- Ensure appropriate maintenance of records/data and information.