



## Management of Personal Information Procedure

<b>Policy Supported</b>	Management of Personal Information Policy
<b>Procedure Code</b>	ADM-HE-07
<b>Procedure owner</b>	Chief Executive Officer
<b>Responsible Officer</b>	Chief Executive Officer
<b>Approving authority</b>	Chief Executive Officer
<b>Contact Officer</b>	Registrar
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<b>Version</b>	2017.1
<b>Related Documents</b>	Records Management Policy Records Management Procedure Management of Personal Information Policy Critical Incident Management Plan Staff Code of Conduct Student Complaint and Appeal Policy Student Complaint and Appeal Procedure Staff Grievance Policy Staff Grievance Procedure

### 1. Purpose

It is the intent of this Policy to ensure that the Australian Institute of Higher Education ('the Institute') complies with the Australian Privacy Principles (APPs) set out in the **Privacy Act 1988 (Cth)** as amended by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

### 2. Scope

The Policy applies to all staff and students of the Institute.

### 3. Definitions

See the **AIH Glossary of Terms** for definitions.

### 4. Actions and Responsibilities

#### 4.1 Storage and Destruction of Personal Information

Personal Information will be stored and destroyed in accordance with the **Records Management Policy** and associated procedure.

## 4.2 Right to Access and Correct Records

### 4.2.1 Accessing Records

Requests to access or obtain a copy of personal information must be made in writing to Student Services. There is no charge for an individual to access personal information that the Institute holds about them; however the Institute may charge a fee to make a copy.

Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request. Where it is reasonable to do so, access to the information will be provided in the manner requested by the individual.

### 4.2.2 Correcting Records

Requests to correct a record must be made in writing to Student Services. There is no charge for making a request to correct personal information.

Where a record is found to be inaccurate, a correction will be made as soon as practical. Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the students record.

### 4.2.3 How to lodge a request to Student Services

Written requests for access to, to obtain a copy of, or correct personal information held by the Institute should be sent to:

Student Services  
Australian Institute of Higher Education  
Level 3, 545 Kent St  
SYDNEY NSW 2000

Email: [studentservices@aih.nsw.edu.au](mailto:studentservices@aih.nsw.edu.au)

## 5. Version Control

This Procedure has been endorsed by the Australia Institute of Higher Education Chief Executive Officer as at March 2017 and is reviewed every 3 years. The Procedure is published and available on the Australian Institute of Higher Education website <http://www.aih.nsw.edu.au/> under 'Policies and Procedures'.

<b>Change and Version Control</b>				
<b>Version</b>	<b>Authored by</b>	<b>Brief Description of the changes</b>	<b>Date Approved:</b>	<b>Effective Date:</b>
2016-2	Registrar	New template.	6 July 2016	6 August 2016
2017-1	Ms. McCoy	Revised content.	1 March 2017	6 March 2017