

JB HUNTER PRIVACY POLICY

1 **Privacy Policy**

JB Hunter is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information. We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act).

The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>

1.1 **What is Personal Information and why do we collect it?**

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways including:

- interviews,
- correspondence, by telephone and facsimile,
- by email,
- via our website from media and publications,
- from other publicly available sources,
- and from third parties.

We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

1.2 **Sensitive Information**

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

1.3 **Third Parties**

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we

will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

1.4 Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

1.5 Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

1.6 Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing through the Student portal.

JB Hunter will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information. In order to protect your Personal Information we may require identification from you before releasing the requested information.

1.7 Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

1.8 Policy Updates

This Policy may change from time to time and is available on our website.

1.9 Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

Quality and Assurance Manager
JB Hunter
PO Box 2339, DANGAR NSW 2309
reception@jbhunter.edu.au
Ph 1800 672 933

2. Direct Marketing

Direct marketing involves the use or disclosure of personal information to communicate directly with an individual to promote goods and services. JB Hunter does not disclose personal information that it holds for the purpose of direct marketing unless an exception applies.

Where JB Hunter is permitted to use or disclose your personal (other than sensitive) for the purpose of direct marketing, we will always:

- Allow you to request not to receive direct marketing communications known as “**opting out**”, and,
- We must comply with your request

2.1 Exceptions

Where JB Hunter collects your personal information, we may use or disclose that information (other than sensitive information) for the purpose of direct marketing if:

- You reasonably expect us to use or disclose the information for the purposes of direct marketing, and
- JB Hunter provides a simple way of opting out of direct marketing, and
- You have not already requested to opt out of direct marketing.

Where JB Hunter collects personal information from you and you do not reasonably expect us to use or disclose your information for the purpose of direct marketing or from someone other than you, we may use or disclose that information (other than sensitive information) for the purpose of direct marketing if:

- Either you have consented to the use of the disclosure or it is impractical to obtain that consent, and
- JB Hunter provides a simple way of opting out of direct marketing, and
- In each direct marketing communication, JB Hunter includes a prominent statement that you may make a request to opt out of direct marketing or otherwise draws your attention to the fact that you may make such a request, and
- You have not already requested to opt out of direct marketing