

Policy/Procedure

Title:	Privacy Policy/Procedure
Department:	AccessMQ
Relevant to:	
Author/Contact:	P Jeric
Approved by:	AMQ Board
Issue Date:	16 March 2015
Review date:	01 August 2016

1. Purpose

This Policy and Procedure is developed to ensure:

- compliance by Access Macquarie Limited (AMQ) and its employees and others with the *Privacy Act 1988 (Cth)*;
- that appropriate systems are put in place and maintained to ensure ongoing compliance with the privacy laws.

This Policy and Procedure outlines AMQ's principles for protecting the privacy of personal and health information that it holds about its staff and students, and those who interact with AMQ.

2. Overview

AMQ is a controlled entity of Macquarie University and a company incorporated under the *Corporations Act 2001 (Cth)*.

AMQ provides project management services to assist academics of the University bid for and manage applied research, consulting and training projects for industry, government and the private sector. AMQ also operates for the University the Macquarie University English Language Centre (ELC), the IELTS Test Centre, IELTS Online, the MindSpot Clinic, HSCStudyLab, OpenMQ the Australian Proteome Analysis Facility, Edge Placements, Lucigem and Spectrum Mentoring. You can find out more about these businesses on our website. Some of those businesses have their own privacy policies that apply to the collection, use and disclosure of personal information.

AMQ must comply with the *Privacy Act 1988 (Cth)*, the *Privacy and Personal Information Protection Act 1998 (NSW)* and the *Health Records and Information Privacy Act 2002 (NSW)*.

Amendments to the *Privacy Act 1988*, which come into effect from 12 March 2014, require AMQ to have its own privacy policy. To the extent that there is an inconsistency between the University Privacy Policy and Procedure and this Policy and Procedure as applicable to AMQ, this Policy and Procedure shall prevail.

3. Scope

This Policy and Procedure applies to all employees of AMQ and to any person who collects, holds or manages personal or health information for or on behalf of AMQ, including contractors, agents, visitors, honorary appointees and consultants of AMQ.

4. Definitions

Australian Privacy Principles has the meaning given in the *Privacy Act 1988* (Cth)

Personal information has the meaning given in the *Privacy Act 1988* (Cth).

Health Information has the meaning given in the *Privacy Act 1988* (Cth).

5. Policy

5.1. Information collected by AMQ

AMQ through its employees and authorised personnel collects and holds personal and health information about you such as your name, date of birth, contact details, next of kin and emergency contact details, tax file number, visa and/or passport details, health information (if required), information about your educational history or work experience, current employer and academic records. AMQ may collect images from CCTV cameras installed on University land.

AMQ may, with your permission, also collect information about you from other educational institutions or government authorities or bodies.

5.2. How your information is held

Your personal and health information is mostly held in electronic format in AMQ electronic databases. It may also be held in paper format.

5.3. Purposes for which your personal information is collected, held, used and disclosed

AMQ collects, uses and discloses your personal and/or health information for several purposes including:

- to process your application for enrolment into ELC courses or other training programs offered by AMQ or one of its businesses;
- for the on-going administration and provision of our services and courses to you;
- for employment purposes (including for contractors);
- to respond to your request for information from AMQ; or
- for other purposes which are apparent from the request made by you.

Your information may also be shared with the University in order for the University to give you access to broader University services and facilities and to process your employment benefits and entitlements.

More detailed information about the way AMQ uses and discloses your personal information is set out in the individual privacy collection notices provided when use a service or enrol in a program we offer. For example, when you enrol in one our ELC language programs, or access the services of the MindSpot Clinic, you will be informed how your information will be used and disclosed in the relevant registration forms.

The [Privacy Collection Notices](#) applicable to the University apply to AMQ as if AMQ were substituted for the University in those notices. You can find out more information about how your personal and health information is used and disclosed by AMQ in those privacy collection notices. We encourage you to take the time to review these privacy collection notices.

5.4. Direct marketing

AMQ may from time to time wish to contact you about the services or programs we offer or upcoming events. When we send you these communications, you will be given the opportunity to 'opt-out' of receiving those communications. You may also opt-out of receiving those communications at any time by contacting the Marketing Manager at amq.marketing@mq.edu.au.

5.5. Disclosure overseas

Generally, AMQ does not disclose personal or health information outside Australia. However, some of our service providers, such as education agents we engage to recruit students to the ELC in accordance with our obligations under the *Education Services for Overseas Student Act 2000* (Cth), operate overseas. Our IT providers may also use third party hosting arrangements that store data outside Australia or in the "cloud". When your information is accessed by our overseas service providers in these circumstances, it is likely to be in the countries listed in the Appendix.

Unless we obtain your consent or an exemption in the *Privacy Act 1988* (Cth) applies, when AMQ discloses your information overseas, we are required under the Privacy Act to take measures to ensure those overseas recipients treat your information in accordance with the Australian Privacy Principles.

5.6. Security of information

AMQ takes reasonable steps to ensure that the personal and health information it holds and discloses is managed and maintained securely by:

- using IT technologies which have security measures built into them;
- restricting access of staff and others to personal and health information stored within AMQ;
- securing its websites against unauthorised access;
- securing entry to buildings where information is stored; and
- ensuring that parties contracting with AMQ are bound to comply with privacy and confidentiality provisions (where practicable and possible).

5.7. Access to information and complaints

You may write to us to request access to or correction of your personal and health information held by AMQ (subject to any applicable laws) by contacting us directly, as detailed below. We will respond to your request within a reasonable time period and, subject to applicable legal considerations, grant you access to or arrange for the correction of your personal information, in a matter which is reasonable and practicable in the circumstances.

If you have a complaint about how your personal information is collected, held or disclosed by AMQ or if you believe that we have breached an Australian Privacy Principle under the *Privacy Act 1988* (Cth) we ask that you contact us with your complaint in writing in the first instance to:

Attention: Access Macquarie Privacy Officer
Access Macquarie Limited
160 Herring Road
Macquarie University NSW 2109
Phone: +61 (0) 2 9805 3114
Email: amq.enquiries@mq.edu.au

or

University's Privacy Officer
Macquarie University NSW 2109
Phone: +61 (0) 2 9850 7111
Email: privacyofficer@mq.edu.au

We endeavour to resolve all disputes promptly and fairly. If however, you are not satisfied with the outcome you receive and your complaint relates to the handling of your information by AMQ, you may refer the complaint to the Office of the Australian Information Commissioner (OAIC). When we write to you about our decision, we will explain how you may make a complaint to the OAIC.

Alternatively if your privacy complaint falls within the provisions of the *Privacy and Personal Information Protection Act 1988* (NSW) (PPIPA), you may request that it be dealt with in accordance with that Act. Further information about dealing with complaints under PPIPA is available under the [Complaints](#) section of the [University's Privacy Framework](#).

5.8. Responsibility for maintaining compliance with Australian Privacy Principles (effective from March 2014)

Staff and students assist AMQ to maintain accurate information by updating their details through online software systems, by contacting student services (for students) or their HR contact (for staff).

Personnel responsible for maintaining compliance with Australian Privacy Principles from March 2014 at AMQ are:

Person Responsible	Responsibility
AMQ Human Resources Manager	Employees and contractors of AMQ receive appropriate privacy training upon commencement of their role with AMQ.
AMQ Director – Product Engineering and Analytics	Security of IT databases and AMQ servers. Contracts with third party providers contain appropriate privacy and confidentiality clauses (where practicable).
AMQ Director – Development and Partnerships	All direct marketing communications meet the requirements of APP 7.

6. Related Documents

- [Macquarie University Privacy Framework](#)

7. Review of Policy

This policy will be reviewed on an annual basis or as required to meet changes....

Appendix – Jurisdiction of overseas recipients

The following list of countries comprises mainly the location of AMQ's education agents, who recruit students to the ELC

Region	Country
ASIA	
	Malaysia
	Thailand
	South Korea
	Taiwan
	Singapore
	Australia (onshore)
	New Zealand
<i>China</i>	China
	Hong Kong
	Macau
	Mongolia
	Russia
CENTRAL	
<i>South Asia</i>	Bangladesh
	India
	Nepal
	Sri Lanka
	Pakistan
<i>Middle East</i>	Turkey
	Saudi Arabia
	Jordan
	Iran
	United Arab Emirates
	Kuwait
<i>Central Asia</i>	Kazakhstan
	Turkmenistan
	Azerbaijan
<i>Africa</i>	Mauritius
	South Africa
	Kenya
	Nigeria
<i>Europe</i>	France
	Germany

	UK
	Norway
	Sweden
	The Netherlands
	Italy
	Spain
	Poland
PACIFIC	
	Vietnam
	Indonesia
	Philippines
	Japan
	Cambodia
	Laos
	Myanmar (Burma)
	Brunei (Borneo)
North America	Canada
	USA
Latin America	Brazil
	Mexico
	Colombia
	Chile
	Peru
	Ecuador
	Argentina