



PURPOSE

Brisbane Professional College, known as BPC or the College with ABN 43 609 327 399 has developed and implemented this Privacy Policy to provide individuals with information about how we hold and use personal information that is collected.

When information is provided to BPC, you consent to its collection, use, storage and disclosure in accordance with this Privacy Policy.

If you wish to make any enquiries regarding this Privacy Policy, you should contact us by emailing admin@bpc.edu.au.

The College respects your privacy and is committed to protecting your personal information. This document sets out our policy on how we will manage your personal information.

PERSONAL INFORMATION

Personal information has the meaning given in section 12 of the *Information Privacy Act 2009* (Qld). The personal information collected and held about you includes but is not limited to:

- your name, date and country of birth, nationality, marital status, Australian and overseas addresses, passport details, email address, unique student identifier, occupation, emergency contact information, current and previous visas and visa history, education history, English competency, employment history, health insurance details, medical information, learning disabilities and needs.

The College collects your Personal Information in a variety of ways including:

- directly from you during the enrolment process;
- from an Education Agent acting as your representative; or
- Department of Home Affairs.

Accuracy of your personal information

We take all reasonable precautions to ensure that the personal information we collect, use, store and disclose is accurate, complete and up-to-date. However, we



rely on the accuracy of personal information as provided to us both directly and indirectly.

It is your responsibility to ensure the College has up to date personal information including your current address and mobile phone number. This information must be updated via the personal Details Update form available on the College website under Student Services and Student Forms.

How do we use your personal information?

BPC may use your personal information for the primary purpose for which it was collected and secondary purposes either related to the primary purpose or as otherwise set out in this Privacy Policy. Such primary and secondary purposes may include, without limitation, use of your personal information to:

- process any application for enrolment you might submit to us;
- deliver or facilitate the provision of training and other related products and services and retain evidence of participation and or completion;
- verify your identity;
- develop student registers to enable us to communicate with you and any nominated representative including the Department of Home Affairs;
- facilitate health, safety and wellbeing at our campuses and other training locations (including online);
- process any job application you might submit to us;
- develop, run, administer and promote competitions, programs, activities and other events run by us, including promotions on social media;
- market and promote products, services, merchandise and special offers made available by us or our respective commercial partners;
- administer and manage our websites and provide you with access to those websites;
- administer and manage any account you may hold with us including your student portal;
- keep adequate records for audit, record keeping and compliance purposes;



- keep you informed of news and information relating to BPC including by distributing newsletters, publications and other communication via various mediums including direct mail, email and SMS / MMS messages;
- research and develop new programs, activities and other events relating to education and other related products and services.

We respect that you may not wish to share your personal information with us and we will take reasonable steps to allow you to opt-out of sharing information if that is possible. You cannot opt out of receiving administrative messages in relation to any course in which you are currently enrolled.

We may collect and use your personal information for other purposes not listed above. If we do so, we will make it known to you at the time we collect or use your personal information.

We do not otherwise use or disclose your personal information without your permission, unless the disclosure is:

- in accordance with this Privacy Policy or any agreement you enter into with us; or
- required or authorised by law, including without limitation under the *Information Privacy Act 2009(Qld)* or the *Right to Information Act 2009 (Qld)*.

If you choose not to provide your personal information to us for the purposes set out in this Privacy Policy, you may not be able to enrol in courses or receive certain products and services and we may not be able to undertake certain activities for you, such as enrolling you in a course or providing you with requested information, products or services.

When do we disclose your personal information?

We may disclose your personal information to:

- if you are an international student - the parties outlined in the terms and conditions agreed upon accepting a place with BPC;
- Government Authorities and Agencies including but not limited to the Australian Skills Quality Authority (ASQA), Qld Department of Employment, Small Business &



Training, Centrelink, Commonwealth Department of Immigration and Citizenship, Australian Tax Office, Tertiary Education Quality and Standards Authority, the National Centre for Vocational Education and, for VET FEE-HELP and VET Student Loans purposes, the Commonwealth Department of Education and Training and the Tuition Protection Scheme;

- third parties to whom you have expressly given consent;
- our professional advisers, including our accountants, auditors and lawyers;
- our insurers; and
- other persons as required or authorised by law.

Some of your personal information may be transferred, stored, processed or used overseas by us or by third party service providers. This may happen if we outsource certain activities overseas or if transactions, information, services or products have an overseas connection. You consent to the collection, use, storage and processing of your personal information outside of Australia.

In particular, your personal information may be disclosed to third party service providers which may store your personal information in India, the USA, the UK and such other countries in which those parties or their, or our, computer systems may be located from time to time, where it may be used for the purposes described in this Privacy Policy, without us being responsible under the *Information Privacy Act 2009* (Qld) for such use (or for any breach). In these circumstances, you consent to the collection, use, storage and processing of your personal information in those countries. Where such parties are located overseas, you may have rights to enforce such parties' compliance with applicable data protection laws, but you may not have recourse against those parties under the *Information Privacy Act 2009* (Qld) in relation to how those parties treat your personal information

HEALTH AND SENSITIVE INFORMATION

In some circumstances we may collect:

- information about your health or other sensitive information about you (for example, information about your racial or ethnic origin). We will collect health and sensitive



information about you only if you directly provide that information to us.

We may use health information about you to ensure that any education programs in which you participate are run safely and in accordance with any special health needs you may have, for insurance purposes and otherwise as required or authorised by law..

In addition, we may use de-identified health information and other de-identified sensitive information to:

- carry out research;
- prepare submissions to government or a government body; or
- plan events and activities.

De-identified information is information which has been aggregated or otherwise anonymised so that it cannot be used to identify you or any other individual.

OUR WEBSITE

When you visit our websites, our systems may record certain information about your use of those websites (such as which web pages you visit and the time and date of your visit). We use this information to help analyse and improve the performance of our web sites.

In addition, we may use "cookies" on our websites. Cookies are small text files that help a website to remember your preferences and improve your experience of using that website. Using cookies is standard practice for most large websites. In some cases, the cookies that we use may collect some personal information about you. We will treat this information in the same way as other personal information we collect about you. If you prefer, you may be able to disable cookies on your internet browser. However, if you do so, you will not be able to enjoy the enhanced user experience that our cookies offer.

We may engage third parties, to help analyse how our websites are used. This analysis is performed using data collected from the websites, including by using cookies which are stored on your computer. The information generated is used to



create reports about the use of our websites, and these third parties may store this information. However, this information is not intended to and will generally not include any personal information. If you would prefer that these third parties do not collect even any anonymous data about how you use our websites, you may be able to opt-out. Please contact us using the contact details specified in section 4.8 for more information.

Web beacons are images that originate from a third party site to track visitor activities. We use web beacons to track the visiting patterns and browsing habits of individuals accessing our website. This information is not intended to and will generally not include any personal information, and we will not use the information to identify any individual.

We may also collect Internet Protocol (**IP**) addresses relating to you when you access and use the web sites. IP addresses are assigned to computers on the internet to uniquely identify them within the global network of computers which makes up the internet. We may collect and manage IP addresses for internet session management and security purposes.

Some of the content on our websites may include links to third party websites or applications made available by third parties, such as social media buttons or links that allow you to share content or links to our website through the relevant third party platforms. These third party links or applications themselves may facilitate collection of information by those third parties through your interaction with the applications and sometimes even if you do not interact directly with them. We are not responsible for the technical operation of these links or applications or the collection and use practices of the relevant third parties. Please visit the relevant third party websites to understand their privacy practices and options they may make available to you in relation to their collection of your personal information.

How to contact us

You can contact our administration team by telephoning + 61 7 3832 0102 or by emailing admissions@bpc.edu.au or by visiting our Head Office located at Unit 3, 305 Montague Rd West End Qld 4101.