
Privacy Statement

We value your privacy

The Hub for Learning acknowledges and respects the privacy of individuals. We advise that much of the information that you may have provided to, or may be asked to provide, to The Hub for Learning is 'personal information'. As a general rule, personal information is not released by The Hub for Learning to other organisations, except in response to legal requirements such as a subpoena, and information regarding an individual will not be disclosed to a third party without the individual's consent, except where the third party is directly acting as our agent.

Why do we collect your information

This information is normally collected for the purposes of processing your application, registration or inquiry for a The Hub for Learning course, activity or interest group. Information that we collect will be used for keeping you informed of upcoming events, improving the student experience and assisting us in improving and marketing our services to you.

Security

The Hub for Learning uses and implements industry standards for the security and protection of information collected, and this information is securely stored and access is restricted to authorised personnel only, ensuring that your personal information is protected and safeguarded.

Access to your information

You have a right of access to, and alteration of personal information concerning yourself held by The Hub for Learning, in accordance with Government Legislation.

Privacy Collection Notice

Collection

The Hub for Learning only collects personal information that is necessary for, or directly related to, one or more of The Hub for Learning's functions or activities. Personal information that The Hub for Learning collects from staff, students and external contractors includes (depending on the services provided and accessed):

- names and other related contact details
- student identification numbers
- emergency contacts

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- photographic identification
 - academic qualifications, history and progress
 - complaints or misconduct details or information
 - if engaging any health service, information necessary to deliver that service (e.g. medical history)
 - other related personal information required for the effective management of The Hub for Learning.

The Hub for Learning generally collects information at enrolment of a program or when you participate in special activities or projects.

The Hub for Learning will not collect sensitive information unless:

- you consent to the collection, and the information is reasonably necessary for, or directly related to, one or more of The Hub for Learning's functions or activities or
- the collection of the information is required or authorised by or under an Australian law or a court/tribunal order (e.g. when providing government student support) or
- the information is necessary to provide a health service to you.

Some of the main reasons The Hub for Learning collects your information include:

- to correspond with you
- for administrative purposes
- to meet legal obligations
- to inform you about your course or other courses/events

What if I study a The Hub for Learning course, program or unit through a third party?

If you study a The Hub for Learning course, program or unit through a third party, such as partner or joint-venture providers, other service providers or education providers, your personal information may also be collected and used by such third parties in accordance with their privacy statements.

What happens if I elect to not provide my information?

Generally you may elect to not provide The Hub for Learning with your personal information. However, much of the personal information collected by The Hub for Learning is necessary to provide you with educational services or access to government support.

Without this information, The Hub for Learning may be restricted in its ability to provide these services or support. In some cases, enrolment at The Hub for Learning will not be possible without certain information provided.

How personal information is collected and held

The Hub for Learning will only collect personal information by lawful and fair means.

The Hub for Learning will generally collect personal information from you directly, unless:

- you consent to the collection of the information from someone else; or
- The Hub for Learning is required or authorised by, or under, an Australian law, or a court/tribunal order, to collect the information from someone else; or
- it is unreasonable or impracticable to get the information from you directly.

The Hub for Learning stores personal information in both electronic and hard copy forms, and must comply with the requirements of the Victorian Public Records Act 1973. For more information in this regard please visit the Public Record Office Victoria website.

Using and disclosing your personal information

If The Hub for Learning holds personal information about you that was collected for a particular purpose (the primary purpose), The Hub for Learning will not use or disclose this information for another purpose (the secondary purpose), unless:

- you consented to the use or disclosure of the information; or
- you would reasonably expect The Hub for Learning to use or disclose the information for the secondary purpose (does not apply to sensitive or health information).

External organisations

Information collected may be disclosed to various external organisations, including:

- government departments, such as the Australian Taxation Office, the Commonwealth Department of Education, the Department of Home Affairs, Skills Victoria and the Victorian Department of Education and Training
- Skills Victoria may use the information for planning, administration, policy development, program evaluation, resource allocation, and reporting and/or research activities. Skills Victoria may also disclose information to its consultants, advisors, other government agencies and professional bodies and/or organisations. Students may also be contacted in relation to a National Centre for Vocational Education Research (NCVER) survey and/or an
- audit undertaken by the Commissioner for Privacy and Data Protection or their representatives
- external organisations such as professional bodies, hospitals or government agencies, in connection with your studies

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- Commonwealth and state government agencies pursuant to obligations under the Education Services for Overseas Students Act 2000. (Personal information may include contact details, course enrolment details and changes, and the circumstances of any suspected visa breach)
 - The hub for Learning may disclose your information to third parties, such as partner or joint venture providers, other service providers or other education providers in circumstances where you study a The Hub for Learning course, program or unit through such third parties. Your information may be disclosed for the purpose of improving the delivery of you're The Hub for Learning course, program or unit.
 - External companies or individuals that have been engaged under legal contract to perform some of the University functions such as student surveys or academic services (including the provision of academic transcripts and official The Hub for Learning documentation in electronic form).

Direct marketing

The Hub for Learning may use or disclose personal information (other than sensitive information) about an individual for the purpose of direct marketing if:

- The Hub for Learning collected the information from the individual and
- the individual would reasonably expect The Hub for Learning to use or disclose the information for that purpose and
- The Hub for Learning provides a simple means by which the individual may easily request not to receive direct marketing communications from The Hub for Learning and
- the individual has not made such a request to The Hub for Learning.

The Hub for Learning may use or disclose sensitive information about an individual for the purpose of direct marketing if the individual has consented to the use or disclosure of the information for that purpose.

Emergency situations and criminal activity

The Hub for Learning may disclose your information for a secondary purpose if it reasonably believes that the use or disclosure is necessary to lessen or prevent:

- a serious and imminent threat to an individual's life, health, safety or welfare or
- a serious threat to public health, public safety or public welfare and
- the information is used or disclosed in accordance with guidelines, if any, issued or approved by the Victorian Health Services Commissioner.

Accessing and seeking correction of personal information

The Hub for Learning will take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that it uses or discloses is, having regard to the purpose of the use or disclosure, accurate, up to date, complete and relevant.

Subject to an overriding legal consideration, if The Hub for Learning holds personal information about an individual, The Hub for Learning will, on request by the individual, give the individual access to the information. Information can be requested from any The Hub for Learning staff member.

Your right of correction

If The Hub for Learning holds personal information about you and Swinburne is satisfied that, having regard to a purpose for which the information is held, the information is inaccurate, out-of-date, incomplete, irrelevant or misleading, or you request The Hub for Learning to correct the information, The Hub for Learning will take such steps (if any) as are reasonable in the circumstances to correct that information to ensure that, having regard to the purpose for which it is held, the information is accurate, up to date, complete, relevant and not misleading.

External avenues of complaint

You may contact the following organisations in regard to a complaint.

Commissioner for Privacy and Data Protection

W: www.cpdp.vic.gov.au
E: privacy@cpdp.vic.gov.au
T: 1300 666 444
F: 1300 666 445
GPO Box 24014
Melbourne Vic 3001