

Privacy Policy

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1. Purpose

The purpose of this Policy is to outline how OneGlobe collects, stores, accesses, uses, and discloses personal information in compliance with Australian privacy laws, higher education regulatory requirements, and obligations under the Education Services for Overseas Students (ESOS) Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018), and the Privacy and Personal Information Protection Act 1998 (NSW) (PPIPA).

OneGlobe is committed to safeguarding the privacy of its employees, students, contractors, suppliers, and other stakeholders. This Policy ensures transparency, accountability, and compliance with TEQSA requirements and other relevant legislation.

2. Scope

This Policy applies to all personal and sensitive information collected, stored, accessed, used, or disclosed by OneGlobe in relation to:

- Students (domestic and international),
- Employees and contractors,
- Clients, suppliers, and service providers,
- Prospective students and applicants, and
- Any other stakeholders interacting with OneGlobe.

It applies to all staff and contractors of OneGlobe who are required to handle personal information in the course of their duties. Breaches of this Policy may constitute misconduct and may result in disciplinary action.

3. Definitions

Personal Information – Any information or opinion about an individual whose identity is apparent, or can reasonably be ascertained, including health and sensitive information.

Sensitive Information – A subset of personal information relating to an individual’s racial or ethnic origin, political opinions, religious beliefs, union membership, sexual orientation, or health information.

Use of Information – Handling of information within OneGlobe.

Disclosure of Information – Transfer of information outside OneGlobe.

Staff – All OneGlobe employees, contractors, consultants, agency staff, and individuals engaged to perform duties on behalf of OneGlobe.

4. Collection of Information

OneGlobe will collect information only where it is:

- Directly related to its functions and activities;
- Necessary for the provision of education and related services;
- Required under relevant legislation including the **ESOS Act 2000**, the **National Code 2018**, and **PPIPA (NSW)**.

Information will be collected by lawful and transparent means. Individuals will be informed about:

- Why the information is being collected,
- How it will be used,
- Who may access it, and
- Any consequences of not providing the information.

Where practical, information will be collected directly from the individual.

5. Access, Accuracy and Amendment

OneGlobe will take reasonable steps to ensure personal information is accurate, complete, and up to date. Individuals have the right to:

- Request access to their personal information held by OneGlobe,
- Seek correction of inaccurate or incomplete information.

Access will be provided without unreasonable delay or cost, consistent with **PPIPA (NSW)** requirements.

6. Retention and Security

OneGlobe will take all reasonable steps to ensure that information is:

- Held for no longer than is necessary, subject to legislation;
- Disposed of securely in accordance with approved methods; and

- Safeguarded against loss, theft, unauthorised access, use, modification, or disclosure, as well as any other misuse, to the degree that is reasonable under the circumstances.

7. Use of Information

Personal information will be used only for the primary purpose for which it was collected, unless:

- The individual has consented to another use,
- The use is directly related to the primary purpose,
- The use is necessary to prevent or respond to a serious and imminent threat to life, health, or safety,
- The use is required or authorised by law.

8. Disclosure of Information

OneGlobe will not disclose personal information unless:

- The disclosure is directly related to the purpose of collection,
- The individual would reasonably expect disclosure,
- Consent has been provided, or
- It is necessary for law enforcement, regulatory compliance, or health and safety reasons.

For international students, disclosure may also occur under the **ESOS Act 2000** and **National Code 2018**, including to the Department of Home Affairs, the Department of Education, and **TEQSA**.

9. Complaints and Enquiries

Individuals with concerns about privacy management may:

- Lodge a complaint with OneGlobe in writing; or
- Contact the **Office of the Australian Information Commissioner (OAIC)**.

10. Records

All records associated with this Policy will be maintained in accordance with the OneGlobe Records Management Policy.

11. Related Documents

- Admissions Policy and Procedures
- Student Fees Policy
- Delegation Policy and Schedule
- Refund Policy and Procedure



12. Related legislation

- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Privacy and Personal Information Protection Act 1998 (NSW) (PPIPA)
- Higher Education Support Act 2003
- Tertiary Education Quality and Standards Agency (TEQSA) Act 2011
- TEQSA Higher Education Standards Framework (Threshold Standards) 2021
- Australian Qualifications Framework (AQF)

13. Review

This Policy will be reviewed by the **Board of Directors** every three years, or sooner if required by legislative, regulatory, or operational changes.

14. Version Control

Version	Summary of changes	Approval Date	Review Date
1	Document Established	Board of Directors: 09 Sep 2023	Oct-26