

Privacy Policy for the Division of Student Services Learning Skills services provided at Charles Sturt University

Privacy legislation protects the way personal information is handled by the University. The legislation covers the collection, use, disclosure, quality and security of personal information. It also gives users of the services the right to access and correct information.

This document states our policy in accord with the legislation. The implementation of this policy will be in accordance with relevant legislation and archival procedures of the University.

We value the privacy of those with whom we deal. We will:

- abide by the spirit and requirements of all relevant legislation in regard to privacy and information collection and storage.
- only collect and keep personal information necessary for our own purposes
- only use personal information for the purposes for which the consent of the individual has been sought
- take reasonable steps to ensure that personal information held is accurate, complete and up-to-date
- provide access on request by individuals to the personal information held on them and correct anything that is inaccurate, incomplete or out of date.

Client Information

Client files are held in a secure filing cabinet which is accessible only to authorised employees. The information on each file includes personal information such as name, address, contact phone numbers, and other information which is relevant to the service being provided.

Purpose of holding information

Information is gathered as part of the assessment, program development and monitoring of the client and is seen only by the Learning Skills Advisor, and if necessary the immediate supervisor of the Learning Skills Advisor. Information is not shared unless consent by the client is received.

Requests for access to client information

At any stage clients may request to see the information about them kept on file. The client may be given a copy of the information if requested.

Concerns

If clients have a concern about the management of their personal information, they will be requested to advise the Director of Student Services. Clients also have access to the full range of complaint and grievance handling mechanisms in the University and in government agencies and advocacy bodies.

AUTHORITY TO DISCLOSE INFORMATION

I, _____ (student, as authorising person)

hereby authorise _____ (staff member name)

to disclose to _____, (name and role)

such information as may be requested regarding my Learning Skills assessments,
progress and attendance.

My permission is also granted for release of such written reports or other documents
as may be requested relative to my Learning Skills history as referred to above.

It is acknowledged that a fax copy or photocopy of this authority shall be deemed as
valid as the original.

Printed name of authorising person: _____ (student)

Signature of authorising person: _____

Date: _____