

Privacy Policy

Version 1.0

Overview

This Privacy Policy explains how AIM Institute collects, uses, stores, discloses, and manages personal information in the course of delivering higher education services.

The policy ensures AIM Institute complies with its obligations under the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs), and meets expectations under the Higher Education Standards Framework (Threshold Standards) 2021.

Scope

This policy applies to:

- All students (domestic and international)
- Prospective students and applicants
- Staff, contractors, and agents
- Members of governance bodies and committees
- Any individual whose personal information is collected by AIM Institute

Principles

AIM Institute is committed to protecting the privacy of personal information it collects and holds.

The Institute will manage personal information in a fair, transparent, and secure manner and will only use or disclose personal information where it is reasonably necessary for its educational, administrative, compliance, or support functions.

All staff and contractors are required to comply with this policy and are made aware of privacy obligations during induction and ongoing training.

Open and Transparent Management of Personal Information

AIM Institute will manage personal information openly and transparently by:

Maintaining a clearly written and accessible Privacy Policy

Ensuring individuals are informed about how their information is used

Making this policy available on the AIM Institute website and student systems

Providing individuals with access to their personal information upon request

Collection, Use and Disclosure of Personal Information

AIM Institute may collect personal information where it is reasonably necessary for its functions and activities, including:

- admissions and enrolment processes
- academic delivery and assessment
- student support services
- compliance and regulatory reporting
- marketing and communications
- institutional administration and planning

Personal information is generally collected directly from the individual; however, in some cases, it may be provided by third parties such as authorised representatives or agents.

Sensitive information will only be collected with consent, unless otherwise required or authorised by law.

AIM Institute may disclose personal information where:

- required or authorised by law
- necessary to deliver educational services
- necessary for regulatory reporting (e.g. TEQSA, ESOS obligations for international students)
- consent has been provided by the individual

Unique identifiers (such as student identification numbers) will only be assigned where necessary for institutional operations or where required by law.

Quality and Security of Personal Information

AIM Institute takes reasonable steps to ensure personal information is:

- accurate
- complete
- up to date
- relevant to its intended use

Individuals are responsible for notifying AIM Institute of any changes to their personal information.



Where individuals believe their personal information is inaccurate or outdated, they may request correction without charge.

AIM Institute protects personal information from:

- misuse
- interference
- loss
- unauthorised access
- modification or disclosure

Security measures include:

- controlled physical access to premises and records
- password-protected systems and secure digital platforms
- restricted access based on staff roles and responsibilities
- secure storage of hard copy and electronic records

Access to Personal Information

Individuals have the right to access personal information held by AIM Institute.

Requests for access or correction must be made in writing. AIM Institute will respond within a reasonable timeframe and advise the outcome and any applicable process requirements.

Access will be provided where reasonable and appropriate in the form requested by the individual.

Certain information may be exempt from access where legal or confidentiality obligations apply.

Use of Personal Information

Staff may access personal information only where required to perform their duties.

Personal information may be used for:

- academic administration and progression
- student support and wellbeing services
- compliance reporting and regulatory obligations
- communication with students and staff
- institutional quality assurance and improvement activities

Complaints and Enquiries

AIM Institute treats privacy complaints seriously and will investigate all matters in a timely, fair, and transparent manner.



Individuals may raise privacy concerns by contacting the Institute at info@aiminstitute.nsw.edu.au. Complaints will be assessed and responded to in accordance with AIM Institute's Complaints and Appeals Policy.

Disclosure Required by Law

In some circumstances, AIM Institute may be required to disclose personal information without consent, including:

- legal or court orders
- regulatory reporting obligations
- serious risk to health, safety, or welfare
- law enforcement requirements

Recordkeeping and Quality Assurance

All graduation and completion records are securely maintained in AIM Institute's student management and records systems. These records are subject to internal review and may be made available for external audit or regulatory review as required under the HESF.

Review

This policy will be reviewed every three years or earlier if required due to changes in regulatory requirements or institutional governance arrangements.

Related documents

Legislation	Higher Education Standards Framework (2021) Privacy Act
Policies and Procedures	Academic Progress and Student at Risk Policy and Procedure Admissions Policy Enrolment policy Academic Integrity Policy Student Complaints and Appeals Policy Student Code of Conduct IT Systems Statement and Policy IT Acceptable use Policy Student Support Framework

Document Approval

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Related documents:			
Alignment to HESF	7.3 Info Management	6.1 Corporate Governance	2.4 Student Grievances and Complaints
Responsibilities:			
Contact:	info@aiminstitute.nsw.edu.au +61 02 4505 1924		

Document Change and Review log

Version	Updated by	Approval date and body	Details
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