



COLLEGE *of*
Natural Healing



PRIVACY POLICY

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www.collegenaturalhealing.com

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How the College of Natural Healing collects and holds personal information

We collect personal information from you when it is reasonably necessary for a business purpose. That means we collect it to supply you with the products you have asked for and to provide you with the best possible service.

Other reasons we collect personal information are to:

- Understand you, and how we can meet your needs now and in the future.
- Develop or evaluate products and services provided to you
- Manage our business.
- Comply with our legal obligations
- In the course of activities you may participate in with the College even though you may not be enrolled. For example if you participate in balances carried out on you by a student, attend an information presentation, attend student clinic as a client, or any other activity you may be involved in with the College.

The College of Natural Healing collects personal information like your name, address, date of birth, gender, occupation, nationality, location, contact details, payment details, financial information, and information generated through your interaction with the College whilst using products and services provided to you.

There are a few different ways we collect this information.

What we collect straight from you

We collect most personal information directly from you. For example, you might fill out a form online or obtained from directly from the College, or give it to one of our staff/representatives on the phone, or in person.

You can choose not to provide your personal information or may just want to deal with us anonymously. If this happens, we may not be able to provide you with the product you've asked for or give you the level of service you expect.

What we collect while you are with us

We also collect personal information during our relationship with you. For example, we may collect personal information:

When you pay you fees or purchase products.

When you use our products and services, website or social-media channels.

What we collect from your online activity

The College of Natural Healing does not currently collect any information regarding your online activity.

What we collect from others

Other people might give us personal information about you. For example, we might be given personal information by clients you see during the course of your studies, by fellow students who records information about you during the course of your studies, by assessors and tutors, or by your parent or guardian if you are under 18.

We may also collect personal information from other colleges that are able to disclose it to us, regarding your academic history.

We will take reasonable steps to make sure you know we have your personal information, how we got it and how we'll handle it.

Sensitive personal information

Sensitive information, are details about your race, ethnicity, politics, religious or philosophical beliefs, sexual preferences, health, is collected as a necessary requirement to ensure sensitivity is observed during your studies with the College, and some of this information is a requirement as part of the data reporting requirement with the Australian Skills Quality Authority.

There may be times when you choose to tell us or other stakeholders associated with the College about your health, wellbeing and life circumstances, during your studies. This kind of information will only be collected with your permission, and we will only use it for the purpose for which you provided it.

Who we share your information with

The Australian Skills Quality Authority is entitled to collect activity data about a student's enrolment and achievements. This information includes all information submitted by the student during the enrolment process. This information is collected for the purpose of auditing participation and the monitoring and reporting of training outcomes.

The information provided by students may be accessed by Commonwealth officers and by the National Centre for Vocational Education Research (NCVER) for statistical research purposes. In instances where students are receiving Government assisted funding or benefits the College is required to share information with the relevant Government agencies you are receiving funding or benefits from.

Is your information likely to be disclosed to overseas recipients?

No

Outstanding payments

Debt is way up there on the 'things absolutely no one likes' list.

In some circumstances, we may need to refer or sell overdue debts to debt collectors or other companies involved with the recovery of the debt.

If we do this, we'll give them secure access to the personal information they need to handle the debt. We may also update credit reporting agencies about some types of payment defaults, although we'll always tell you before we do this

Legal obligations and other privacy exceptions

We give access to personal information where we are permitted or obliged to do so by Australian law. For example, in some circumstances we will use or disclose personal information to react to unlawful activity, serious misconduct, or to reduce or prevent a serious threat to life, health or safety.

We are obliged to cooperate with law enforcement bodies in some circumstances. We may disclose personal information, including information about phone calls and service use, when we receive an access request or warrant that is authorised under Australian law.

We also give information to assist with the dispatch of emergency services.

Others

We will only disclose personal information to others if you've given us written permission, or if the disclosure relates to the main reason we collected the information and you'd reasonably expect us to do so.

Advertising

Most people dislike being bombarded with marketing material for things they don't need or have any interest in. The College may use your personal information to send you marketing that is customised or more relevant to your interests, characteristics or general location. It just means that the marketing that you receive will hopefully be more relevant to you.

Advertising College of Natural Healing products and services

The College markets by mail, phone, email, text, and online via the internet and through social-media channels.

Opting out

We'll make sure that any marketing emails, texts and letters we send you clearly tell you how to opt out, or you can email or telephone the College directly.

You can opt out of receiving online relevant advertising material at any time by emailing the College at admin@collegenaturalhealing.com or by telephone (02) 6329 4439.

When you opt out, you can choose to opt out of particular direct marketing, or all direct marketing.

Security

The security of your information is serious and the College is committed to protecting your personal information.

Some of the security measures we use include:

Firewalls and access logging tools that protect against unauthorised access to your data and our network.

Secure work environments and workflow systems that prevent unauthorised access and copying of your personal information.

Secure server and closed network environments.

Virus scanning tools.

Management of access privileges, to ensure that only those who really need it can see your personal information.

Ongoing training and security reviews.

These measures are robust, but security risks do change. We will remain vigilant in our efforts to protect your personal information.

How to access your personal information

If you ask us, we will usually give you access to the personal information we hold about you. We will always confirm your identity before giving access to your personal information.

You can ask for access by calling us on (02) 6329 4439 or emailing admin@collegenaturalhealing.com it will really help if you tell us what you're looking for.

There are circumstances under Australian privacy laws where we may not give you access to the personal information we hold about you. For example, we can't give you access if it would unreasonably affect someone else's privacy or if giving you access poses a serious threat to someone's life, health or safety.

Requesting access to records

Students who wish to access their records are required to complete a Records Request Form. This form can be obtained from the College of Natural Healing web site or by ringing the College directly. Fees apply to accessing records please refer to 'Fees for additional services' found in the Student Handbook.

It should be noted that access will only be provided to the student in person and only after identification has been confirmed. Valid photo identification is required.

What records can be accessed?

Students will be able to access the following records;
Enrolment forms and other administrative forms submitted by student to the College
Assessment evidence.
Student Training plan
Details of awarded units of competency.

How are records accessed?

Once a student has requested access to records, a staff member will organise for the student to attend the College of Natural Healing office where controlled access will be provided.

Controlled access means, hardcopy records may be viewed by the student in the presence of a College of Natural Healing staff member.

Students who request activity data from the College of Natural Healing student management system can be provided this in a printed report format which details all activity recorded within the student's training plan for any specific enrolment which includes achievement of units of competency, fees apply.

The cost for accessing the personal information we hold about you is relatively small, unless the request is complex or resource intensive. We will let you know what the charge is going to be so that you can agree to it before we go ahead.

Quality of personal information

We aim to keep the personal information we hold about you accurate, up-to-date and complete. If you think our records need to be corrected, please call us on (02) 6329 4439 or email the College at admin@collegenaturalhealing.com

We encourage you to update your details with us so we can deliver better service to you, and so the others we work with (like emergency services) have access to the information they need to do their job.

Getting in touch

The College recognises that your personal information is important to you, so please let us know if you have any questions or concerns about this policy or our practices.

You can get in touch with us by:

Telephone: (02) 6329 4439

Mail: College of Natural Healing
PO Box 2108
BATHURST NSW 2795

You can find out more about our complaint process and complaint handling policy at www.collegenaturalhealing.com.

If you make a complaint about privacy, we will acknowledge receipt of your complaint, and try to investigate and respond to you within 30 days. If you are unhappy with the outcome, you can lodge a complaint with Australian Skill Quality Authority www.asqa.gov.au or the Office of the Australian Information Commissioner www.oaic.gov.au