

## Privacy Policy

Policy Number	PCP023 (Version 4.0)
Approving Authority	Executive Team
Date Implemented	November 2015
Date of Last Review	January 2023
Date of Next Review	January 2025
Responsible Officer	Chief Financial Officer
Related Policies and Legislation	PCP006 Code of Conduct Privacy Act 1988 Australian Privacy Principles

### 1. ABOUT THIS PRIVACY POLICY

NIDA is committed to protecting the privacy of individuals and is bound by the *Privacy Act 1988* (Cth) (**Privacy Act**) and Australian Privacy Principles (**APPs**) in relation to the handling of personal information.

This Privacy Policy explains:

- how NIDA collects, stores, uses and discloses personal information;
- how individuals can seek access to or correction of their personal information held by NIDA; and
- how to make a privacy complaint.

### 2. TERMS USED IN THIS PRIVACY POLICY

Term	Definition
Australian Privacy Principles	The Australian Privacy Principles (APPs), which are contained in schedule 1 of the Privacy Act and impose obligations on APP entities in relation to the handling of personal information including collection, use, disclosure, data quality, storage, security, access and correction.
Personal information	As defined in the Privacy Act, being information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether or not the information or opinion is true or recorded in a material form.
Privacy Act	<i>Privacy Act 1988</i> (Cth)

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Sensitive information	Certain types of personal information as defined in the Privacy Act, including health information, racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preference and criminal record.
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### 3. Collection

#### 3.1. What kinds of personal information NIDA collects:

NIDA collects and holds personal information, which may include sensitive information, about:

- Students (accredited courses), before, during and after the duration of a student's enrolment at NIDA
- Participants in NIDA Open
- Clients of Corporate Performance
- Job applicants
- Employees
- Volunteers, such as members of the Board of Directors, Academic Board, NIDA Foundation Trust and others who assist NIDA in its functions or conduct associated activities
- Contractors
- Other people who come into contact with NIDA (e.g. members of the public who purchase tickets to NIDA productions; donors and Friends of NIDA)

The types of personal information NIDA collects about you will depend on your interaction with us. This may include, for example:

- identifying information such as your name, gender, date of birth and nationality
- contact details such as telephone number, email address and postal address
- professional, employment and educational background
- information relating to the engagement and management of staff, contractors and volunteers, such as tax file numbers, superannuation details, salary and entitlements
- job applicant information relevant to determining suitability for a vacancy
- financial institution, banking and credit card details
- survey responses
- usage and access logs to ICT Systems

NIDA collects some sensitive information, for example health information as necessary for students enrolled at NIDA. However, NIDA will not collect sensitive information about you unless you have consented to the collection or if NIDA is otherwise required or authorised to do so by or under law (including the Privacy Act and State and Territory health privacy legislation).

Where it is lawful and practicable to do so, you may interact with NIDA without identifying yourself (i.e. anonymously or using a pseudonym). For example, tickets to NIDA productions may be purchased in cash at the box office. However, if NIDA is not able to collect your personal information, NIDA may not be able to provide its products or services to you, do business with you or the organisation with which you are connected, employ you, enrol you or continue your enrolment (in the case of students), or otherwise engage with you.

#### CCTV and ICT system monitoring:

NIDA operates a closed-circuit television (**CCTV**) system for security and safety purposes, and individuals may be filmed while on NIDA's premises.

NIDA supplies information technology and ICT network resources to students and staff and may monitor use of such information technology in accordance with its ICT policy.

## Use of NIDA website:

When you access and interact with the NIDA website, NIDA Learn (Canvas) or any other NIDA provisioned online Software as Solution (SAS) providers - information about your online activity may be collected using cookies, Google Analytics, general access and usage logs.

### **3.2. Purposes of collection**

NIDA collects personal information to:

- deliver courses and provide its services
- manage and conduct its business
- look after students' educational needs
- administer scholarships
- engage and manage staff, students, volunteers and contractors
- communicate with you
- comply with its legal obligations

### **3.3. How NIDA collects personal information**

NIDA collects personal information in a number of different ways, including:

- directly from you, for example when you contact or communicate with NIDA, or complete and submit a form;
- from your authorised representative;
- parents/guardians of minors;
- referees (in relation to job applications)
- via NIDA's website
- through the use of other technologies such as CCTV and ICT system monitoring
- government and regulatory bodies
- contracted service providers that provide services to or on behalf of NIDA

NIDA will only collect personal information about you by lawful and fair means.

## **4. Use and Disclosure**

NIDA uses and discloses personal information for the primary purpose for which it is collected.

NIDA may use or disclose your personal information for other secondary purposes where:

- you give your consent
- the use is related (or in the case of sensitive information, directly related) to the primary purpose for which it was collected by NIDA, and would be reasonably expected
- required or authorised by or under law (including the Privacy Act).

The kinds of third parties to which NIDA discloses personal information may include:

- contracted service providers such as information technology service providers, professional advisers, marketing and communications agencies, direct mail houses and printers
- insurance companies
- your authorised representative, or (in the case of minors) parent/guardian
- the NIDA Board of Directors or NIDA Foundation Trust to assist in their fundraising activities
- law enforcement and regulatory bodies
- Commonwealth and State government entities

Under no circumstances will NIDA sell or receive payment for licensing or disclosing your personal information.

## Direct marketing:

NIDA treats marketing and seeking donations for the future growth and development of NIDA as an important part of ensuring that NIDA continues to meet its objectives and to grow and develop. NIDA also issues newsletters and other publications to keep students, participants and clients informed of developments, activities and issues that may concern or be of interest to them.

NIDA may use personal information to send marketing communications, promotional material and other information (for example, NIDA publications such as promotional booklets, newsletters and flyers) about its services and activities (including fundraising).

Marketing communications may be sent in a number of forms including by post, email, SMS, telephone call or facsimile, and only as permitted by the *Spam Act 2003* (Cth), the *Do Not Call Register Act 2006* (Cth) and other applicable laws and legislative instruments.

You may opt out of receiving marketing materials by following the instructions provided in the marketing communication, or contacting the NIDA Privacy Officer (contact details below).

## Surveys:

From time-to-time NIDA surveys its students, staff, alumni, participants and clients on a range of issues, including their experiences and interest in NIDA's course offerings and/or organisational climate surveys. These surveys help NIDA to improve its products, services and working environment. You can let NIDA know at any time if you do not wish to participate in these surveys by contacting the NIDA Privacy Officer.

## Higher Education Loan Program:

When a student enrolled in a higher education course at NIDA applies for a FEE-HELP or VET FEE-HELP loan, you will be asked by NIDA to consent to personal identifying information being provided to the Australian Government (Department of Education and Australian Taxation Office) for the allocation of a Commonwealth Higher Education Student Support Number (CHESSN) and for the management of your Commonwealth assistance. This personal information is provided by NIDA under the *Higher Education Support Act 2003*.

## Education Services for Overseas Students (ESOS) Act 2000:

Information provided by students to NIDA may be made available to Commonwealth and State agencies and the Tuition Protection Service pursuant to NIDA's obligations under the ESOS Act and the National Code made pursuant thereto. NIDA is required under section 19 of the ESOS Act to tell the Department of Education and the Department of Immigration and Border Protection and successor agencies about certain changes to a student's enrolment and any breach by a student of a student visa condition relating to attendance or satisfactory academic performance.

## Overseas disclosures:

There may be circumstances where NIDA discloses personal information to an overseas recipient including:

- NIDA may need to provide an incoming theatre director with the contact details of students with whom they will be working, or provide an overseas partnering institute with information relating to a student's overseas placement; and
- NIDA uses IT service providers who are located overseas, including in New Zealand and as a result your personal information may be disclosed overseas.

NIDA will not disclose your personal information outside Australia without your consent, or as otherwise permitted under the Privacy Act.

## 5. Data security and storage

NIDA takes reasonable steps to protect the personal information NIDA holds (in both hard copy and electronic form) from misuse, interference and loss, and from unauthorised access, modification or disclosure, including appropriate physical, technological and organisational measures.

NIDA only keeps personal information for as long as reasonably required. If NIDA longer needs or is required by law to keep your personal information, reasonable steps will be taken to destroy or de-identify it.

## 6. Accessing and correcting personal information

You can request access to or correction of the personal information NIDA holds about you by contacting:

- the NIDA Privacy Officer on the details below; or
- alternatively for students seeking access to their information – Manager, Student Services & Quality Assurance

NIDA will respond to your request promptly but may need to verify your identity.

There is no charge for lodging an access or correction request, however NIDA may impose a reasonable fee for associated processing costs (for example, locating, retrieving, reviewing and copying requested material). NIDA will advise you of any costs in advance.

There may be circumstances in which an access or correction request may be refused. If this occurs, NIDA will provide written notice of and reasons for its decision, and information about how you can make a complaint if you are not satisfied with the outcome.

## 7. PRIVACY COMPLAINTS

Please contact the NIDA Privacy Officer using the details below if you have any concerns or complaints about the manner in which NIDA has collected or handled your personal information. NIDA will inquire into your complaint and respond to you in writing within 30 days. If you are not satisfied with NIDA's response, you can contact NIDA to discuss your concerns or lodge a complaint with the Australian Information Commissioner (contact details below).

## 8. CONTACT DETAILS

### **NIDA Privacy Officer**

Telephone: 02 9697 7600  
Facsimile: 02 9662 7415  
Email: [info@nida.edu.au](mailto:info@nida.edu.au) (Attention:  
Privacy Officer) Address: 215 Anzac  
Parade, Kensington, NSW 2033  
Website: [www.nida.edu.au](http://www.nida.edu.au)

### **Office of the Australian Information Commissioner (OAIC)**

Telephone: 1300 363 992  
Facsimile: 02 9284 9666  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)  
GPO Box 5218  
Sydney NSW 2001  
Website: [www.privacy.gov.au](http://www.privacy.gov.au)

## 9. CHANGE HISTORY

<b>Date</b>	<b>Reason for Change</b>	<b>Author/s</b>	<b>Version</b>
October 2015	Creation	Director, Staff and Student Services	1.0
July 2016	Re-formatting	Executive Director People and Culture	2.0
January 2023	Compliance review	Director, People & Culture	3.0
May 2024	Change of Responsible officer	Chief Financial Officer	4.0