



Privacy Policy

1. Principles

1.1 In collecting personal information One Step Further will comply with the requirements set out in the *Privacy Act 1988* and the *Privacy Amendment (Private Sector) Act 2001*.

1.2 One Step Further is committed to ensuring the confidentiality, integrity and security of all information.

2. Collection of information

2.1 In the course of its business, One Step Further will collect information from students, potential students, and other clients either electronically or in hard copy format; including information that personally identifies individual people.

2.2 One Step Further will record various communications between the organisation and individuals, clients and associated organisations.

2.3 One Step Further will only collect personal information by fair and lawful means that is necessary for the functions of One Step Further

3. Use of information

3.1 The information supplied by individuals, students, potential students or clients will only be used to provide information about study opportunities, to enable efficient administration, and to maintain proper client records. If an individual chooses not to provide certain information then we may be unable to provide some services or provide appropriate information.

4. Disclosure of personal information

4.1 One Step Further will not disclose an individual's personal information to another person or organisation unless:

- a) the individual concerned is reasonably likely to have been aware, or made aware, that information of that kind is usually passed to that person or organisation
- b) the individual concerned has given written consent
- c) One Step Further believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person
- d) the disclosure is required or authorised by or under law
- e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

4.2 Any person or organisation to whom personal information is disclosed as described in this policy is not permitted to use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

4.3 Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, One Step Further shall include in the record containing that information, a note of the disclosure.

5. Security of personal information

5.1 One Step Further will take all reasonable steps to ensure that any personal information collected is:

- a) relevant to the purpose for which it was collected
- b) up to date
- c) complete
- d) accurately recorded.

5.2 One Step Further will store securely all records containing personal information and take all reasonable security measures to protect personal information collected from unauthorised access, misuse or disclosure.

6. Right to access records

6.1 Individuals have the right to access or obtain a copy of the personal information that One Step Further holds about them. Requests to access or obtain a copy of personal information must be made in writing and sent to our head office address at Shop 7, Beach House Plaza, 52 Marine Parade, Coolangatta Queensland, 4225 or emailed to studentmanagement@onestepfurther.com.au

6.2 There is no charge for an individual to access personal information that One Step Further holds about them; Individuals will be advised of how they may access or obtain a copy of their personal information and the applicable fees within ten (10) days of receiving their written request.

7. Amendment to records

7.1 If an individual considers the personal information that One Step Further holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended by contacting us.

7.2 Where a record is found to be inaccurate, a correction will be made. Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

8. Publication

8.1 This *Privacy and Personal Information Policy* is available on our website in order to ensure that all individuals have given their informed consent for the collection and storage of personal information.

