

# Privacy and Security of Information



*Policy P12*

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## Purpose

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The Institute of Internal Auditors-Australia (IIA-Australia) has created this Privacy Policy and Disclosure Statement (together referred to as 'this Privacy Policy') in order to demonstrate its firm commitment to comply with relevant privacy regulations.

The IIA-Australia is bound by the [Australian Privacy Principles](#).

The IIA-Australia reserves the right to modify this Privacy Policy at any time. If it is changed, the changes will be posted on IIA-Australia website so that you are always aware of the sort of information collected, how the information may be used, and under what circumstances it may be disclosed by the IIA-Australia.

## Scope

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This policy applies to all who interact with The Institute of Internal Auditors-Australia, including but not restricted to members, associates, candidates/students, sponsors, staff and contractors. The Institute of Internal Auditors-Australia will only use your information together with other information for:

- ❖ providing member services
- ❖ recording your dealings with us
- ❖ providing advice
- ❖ processing your orders and requests
- ❖ assessing application forms and verifying information you provide (if appropriate)
- ❖ providing services to candidates and to people enquiring about study at IIA-Australia
- ❖ maintaining appropriate academic and financial records
- ❖ performing other internal administrative functions
- ❖ maintaining contact with past candidates and members
- ❖ providing statistical and other information required by government or funded by government for higher education research purposes
- ❖ providing candidate information to the government Tuition Assurance Service for tuition protection purposes ([refer Upfront Payments Tuition Protection Privacy Notice](#))
- ❖ marketing purposes.

We do not collect sensitive information if the individual has not consented to its collection (unless we are required or permitted to do so by law).

If at any time the IIA-Australia is required by law to release information about you or your organisation, the IIA-Australia must cooperate fully.

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## Policy statement

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### *Disclosure of personal information*

We do not disclose personal information to third parties without the owner's consent, unless required or permitted by law or for the purposes of higher education data collection or tuition protection.

We may share members' and candidates' information with the Institute of Internal Auditors Inc. in the USA, in order to allow you password-protected access to its website; and occasionally also third party providers to mail relevant information.

We are required to provide (anonymised) information and statistical data to the Tertiary Education Quality and Standards Agency (TEQSA) Please refer to the [TEQSA Complete Australian Privacy Principles \(APP\) and Privacy Management Plan](#) and the [Department of Education, Skills and Employment Privacy Policy](#).

We also may participate in the [QILT \(Quality Indicators for Teaching and Learning\)](#) surveys which are a suite of government endorsed surveys for higher education. QILT is administered by the [Social Research Centre](#) and funded by the Australian Government Department of Education, Skills and Employment. All aspects of this research will be undertaken in accordance with the Privacy Act (1988) and the [Australian Privacy Principles](#) contained therein. We are required to share detailed information to QILT in order for them to contact GradCertIA candidates and graduates regarding surveys.

Other than where specified above, we will not pass on your information to other organisations, but may contact you on their behalf. We may contact you by mail, telephone or email to let you know about any special offers or promotions which may be of interest to you.

Personal information may be disclosed for the prevention, detection or investigation of criminal or proscribed conduct, or in certain circumstances in the interest of public health or public safety.

When you give us information about another person, you confirm that they have appointed you to act for them, to consent to the processing of their personal data, including sensitive personal data, to the transfer of their information abroad and to receive on their behalf any fair collection notices.

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## Opt out

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You have the right to opt out of receiving information from the IIA-Australia. Please inform the IIA-Australia if this is the case. Contact details are available at the end of this Policy Document.

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## Right of access

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You have the right to access your personal information (subject to some exceptions allowed by law), and to have it corrected if necessary. Please contact IIA-Australia for any changes you require. Contact details are available at the end of this Policy Document.

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## Accuracy

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IIA-Australia takes reasonable precautions to ensure that the personal information we collect is accurate, complete and up-to-date. It is important that members and candidates keep us up-to-date with changes to their personal information, such as name and contact details.

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## Security

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IIA-Australia takes reasonable steps to protect personal information from unauthorised access, modification or disclosure.

The IIA-Australia has security measures designed to protect against the loss, misuse and/or alteration of the information under its control. These security measures include:

- ❖ firewalls—to prevent the unauthorised access to data
- ❖ clauses in employee agreements requiring confidentiality and training on the importance of the Privacy Legislation
- ❖ appropriate security access to IIA-Australia premises
- ❖ the use of passwords for access to database information and the use of security levels within the database to ensure that staff only access the information required to perform their duties
- ❖ security bins for the disposal of written information.

The IIA-Australia aims to provide all of our website users with a safe online experience. Our system encodes your credit card and contact details to ensure it is safe to transfer to us.

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## Employment records

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The employment records of employees of IIA-Australia are held by the Company Secretary and are not subject to the provisions of the Privacy Act. More information about workplace privacy can be found on the website of the [Fair Work Ombudsman](#).

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## Contact details

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If you have any questions relating to information we hold about you, please contact:

Executive Officer  
The Institute of Internal Auditors-Australia  
PO Box A2311  
Sydney South NSW 1235

Telephone: **+ 61 2 9267 9155**  
Facsimile: **+ 61 2 9264 9240**  
E-mail: [governance@iia.org.au](mailto:governance@iia.org.au)  
Website: **www.iia.org.au**

Level 5/580 George Street  
Sydney NSW 2000 Australia

## Legislative context

- ❖ Privacy Act 1988 (Cwth) which contains the [Australian Privacy Principles](#)
- ❖ [Higher Education Standards Framework \(Threshold Standards\) 2021](#)

## Associated documents

- ❖ Policy P3: Records and Document Management
- ❖ Policy P4: Candidate Grievance
- ❖ Policy P11: Intellectual Property & Copyrights
- ❖ Procedure R1: Records and Document Management
- ❖ Procedure R2: Candidate Academic Records Management
- ❖ Graduate Certificate in Internal Auditing Course Handbook
- ❖ The Social Research Centre Research Information Privacy
- ❖ [Upfront Payments Tuition Protection Privacy Notice](#)

## Version

Version No	Date	Document Location	Name of Person	Comments
V1	November 2011		CEO	Document created
V2	29 Nov 2016		CEO	Editing/formatting
V3	January 2017		CEO	Updating for HES Framework 2015
V4	May 2021		CEO	Updating privacy for QILT and Tuition Protection
V5	August 2021		Education Manager	Update address Update Threshold Standards 2021

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