



## Privacy policy

### General

Homestay Accommodation Services (HAS) provides a variety of services related to international educational exchange, teacher recruitment and homestay arrangements for students. In performing its functions HAS, may be provided with or obtain personal information from you.

HAS maintains a policy of confidence concerning the personal information it obtains. Our privacy policy has been developed in accordance with the National Privacy Principles of the Commonwealth Privacy Act 1998 (Privacy Act).

### Collecting Personal Information

All information collected by HAS is for the purpose of performing its functions associated with education, teacher recruitment and homestay programs. Generally, we will obtain personal information directly from you. This will include contact details, and may include sensitive and health information where necessary for us to properly provide our services to you. If we obtain information about you without your knowledge and the law requires your express consent to obtain it, then you will be contacted by us.

### Use and Disclosure of Information

Any personal information we obtain is used to help provide an efficient service to you. It also helps in raising your awareness of HAS's activities in other areas.

In the course of providing our services we may disclose your personal information to other parties but only when applicable. For instance, if you apply to our homestay program, your personal information may be provided to a homestay family. Similarly, we may need to provide your personal information to an educational institution so that we can arrange for the international educational exchange. In any event, you can be assured disclosure of personal information will be undertaken in accordance with the Privacy Act.

### Access

If you require access to the information we may have concerning you, you may request to see that such information is correct and up to date. This will be subject to any exemptions allowed under the Privacy Act.

If you are not allowed access to your personal information, you will be informed of the exemptions under the Act which do not allow you this service. If HAS incurs any costs concerning access, we may charge a reasonable fee for such a service.



## Accuracy

HAS takes all reasonable steps to ensure the information it retains is accurate, complete and up to date. If any information we have is incorrect please contact us immediately and we will take all reasonable steps to correct it.

All personal information is kept within a secure environment. Information obtained is stored in databases on password and firewall protected systems, accessible only by authorised personnel.

## Information to clients

HAS would like to remind its clients/Monash and its partner educational institutions that it releases Homestay host information with the consent of the host.

This information is provided on the understanding that once released it will be regarded as **strictly confidential**.

If HAS sends Homestay information to your organisation, it must not be subsequently forwarded to another organisation. It must not be made available for public consumption such as on the Internet or incorporated into any electronic database or filing system.

The homestay information is **ONLY** to be given to the student/person directly related to the homestay placement.

## Contacts

If you wish to make a complaint concerning privacy issues related to HAS please contact the Monash University Privacy Officer: [privacyofficer@adm.monash.edu.au](mailto:privacyofficer@adm.monash.edu.au)