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Privacy Collection Notice

Oceania Education and Visa Services (OEVS)

Effective Date: [01/07/2025]
Version: 1.0

1. Purpose of This Notice

At Oceania Education and Visa Services (OEVS), your privacy is important to us. This Privacy Collection Notice explains how we collect, use, store, disclose, and manage your personal information in accordance with the **Information Privacy Principles**, relevant privacy laws such as the **Privacy Act 1988 (Cth)**, and our internal **Privacy Management Procedures**.

2. What Personal Information We Collect

We may collect the following types of personal information from you:

- Full name
- Date of birth
- Contact details (email, phone, address)
- Educational and professional history
- Passport, visa, and identification documents
- Financial information (for tuition fees or visa processes)
- Sensitive information (such as health or character documents where required by visa processes)

3. How We Collect Your Information

We collect personal information directly from you when you:

- Complete our enquiry, application, or registration forms (online or in person)
- Communicate with us via email, phone, or social media
- Attend consultations or events
- Authorise us to collect information on your behalf from third parties (such as education providers or migration authorities(DHA)

4. Why We Collect Your Information

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We collect and use your information for purposes including:

- Providing education and visa consulting services
- Lodging applications with education institutions and immigration authorities
- Verifying your identity and qualifications
- Complying with legal and regulatory obligations
- Communicating updates and information about your application or our services
- Improving our services through feedback or surveys

We will not use your personal information for any unrelated purpose without your consent.

5. How We Store and Protect Your Information

Your personal information is securely stored in:

- Protected electronic databases (with encrypted access)
- Secure cloud storage (compliant with Australian and international data protection standards)
- Locked physical filing systems (if applicable)

We apply strict administrative, technical, and physical safeguards to protect your data from loss, misuse, unauthorised access, disclosure, or alteration.

6. Who We May Share Your Information With

We may share your personal information with:

- Educational institutions (colleges, universities, training providers)
- Department of Home Affairs and other government agencies
- Regulatory bodies and professional migration agents
- Third-party service providers (e.g., IT and cloud services)
- Legal and compliance advisors

We ensure that any third party we share your data with adheres to privacy and confidentiality obligations.

If we transfer personal information overseas (e.g., to an overseas education provider), we take reasonable steps to ensure the recipient complies with applicable privacy laws and protections.

7. Your Rights and Access to Information

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You have the right to:

- Access the personal information we hold about you
- Request corrections if your information is inaccurate, out-of-date, or incomplete
- Withdraw consent where applicable

To make a request, please contact our **Privacy Officer** (details below). We may require verification of your identity before actioning your request.

8. Staff Training and Privacy Awareness

All OEVS staff undergo:

- **Mandatory privacy and confidentiality training** during onboarding
- **Regular refresher training** on data handling, client confidentiality, and privacy compliance
- **Access control protocols** ensuring only authorised personnel handle sensitive client data

Our team is educated on the importance of safeguarding personal information and is held accountable under our internal **Privacy and Data Security Policy**.

9. Privacy Management and Oversight

OEVS has implemented a **Privacy Management Framework** that includes:

- Regular internal audits of our data handling practices
- Appointment of a **Privacy Officer** responsible for compliance, oversight, and client enquiries
- Documented procedures for handling privacy complaints and corrections

We review and update our policies regularly to ensure compliance with evolving privacy regulations and best practices.

10. Data Breach Response Plan

In the unlikely event of a data breach:

1. **Identification & Containment** – We will immediately identify the source and contain the breach.

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2. **Assessment** – We will assess the extent and impact of the breach, particularly any risk of serious harm to individuals.
3. **Notification** – If required, we will notify affected individuals and the Office of the Australian Information Commissioner (OAIC).
4. **Remediation** – We will take steps to prevent future breaches and support affected individuals where possible.

We are committed to responding to breaches quickly and transparently.

11. Making a Complaint

If you believe your privacy has been breached, you may:

- Contact us directly using the details below

12. Contact Us

Privacy Officer
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📧 [contracts@oevs.com.au]
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By engaging with OEVS services, you acknowledge and accept the terms outlined in this Privacy Collection Notice.