



PRIVACY POLICY

AUSTRALIAN INTERNATIONAL ACADEMY HEAD OFFICE

56 Bakers Road, North Coburg, VIC 3058.

+ (613) 9350 4533 | aia.vic.edu.au

Last Review Date: November 2022 | **Review Date:** March 2024 | **Ratified by Executive Principal:** November 2022

This Privacy Policy sets out how Australian International Academy of Education (**AIAE**, the **School**) manages personal information provided to or collected by each campus. AIAE is bound by the *Australian Privacy Principles* (APP) contained in the *Commonwealth Privacy Act 1988* (Cth). In relation to health records, AIAE is also bound by the *Health Records Act 2001* (Vic) and the *Health Privacy Principles* in that Act.

Australian International Academy of Education (AIAE) may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to School's operations and practices and to make sure it remains appropriate to the changing school environment.

Definitions

In this Privacy Policy, the School adopts the following definitions:

Personal information is information or opinion, whether true or not, about a person whose identity is apparent, or can reasonably be ascertained, from the information or opinion – that is recorded in any form. For example, a person's name, address, phone number and date of birth (age), photographic images. De-identified information about students can also be personal information.

Health information is information or opinion about a person's physical, mental or psychological health or disability, that is also personal information – whether in writing or not. This includes information or opinion about a person's health status and medical history, immunisation status and allergies, as well as counselling records.

Sensitive information is information or opinion about a set of specific characteristics, including a person's racial or ethnic origin, political opinions or affiliations, religious beliefs or affiliations, trade union or other professional or trade association membership, philosophical beliefs, sexual orientation or practices; or criminal record. It also includes government identifiers (such as TFN), family court orders, criminal records, health information and biometric information about an individual.

What kinds of personal information does the School collect and how does the School collect it?

The School collects and holds personal information, including health and other sensitive information, about:

- students before, during and after the course of a student's enrolment at School including:
 - name, contact details (including next of kin), date of birth, country of birth, gender, language background, previous school and religion;
 - medical and welfare information (e.g. details of disability and/or allergies, and details of any assistance the student receives in relation to those disabilities, medical reports, cognitive assessments, names of doctors);



- residency status, copies of passports, information relating to visa's;
- health fund details and Medicare number;
- conduct and complaint records, or other behaviour notes, school attendance and school reports;
- information about referrals to government welfare agencies;
- information obtained during counselling;
- any Court orders;
- volunteering information;
- photos and videos taken at school events, on-campus or off-campus; and
- parents/guardians/carers of students including:
 - name, address and contact details;
 - education, occupation, country of birth and language background;
 - health fund/ambulance/Centrelink details;
 - residency status, copies of passports, information relating to visas;
 - any Court orders;
 - payment details, including Direct Debit, credit card, bank account details;
 - volunteer information (including Working with Children Check); and
- job applicants, staff members, volunteers, visitors and contractors, including:
 - name, contact details (including next of kin), date of birth and religion;
 - information on job application;
 - VIT Registration details, including Working with Children Check;
 - information provided by a former employer or a referee;
 - professional development history;
 - salary and payment information, including taxation and superannuation details;
 - medical information (e.g. details of disability and/or allergies and medical certificates);
 - complaint records and investigation reports;
 - employee records, including details of staff performance, conduct relating to work, and capacity to perform duties;
 - photos and videos at school events, on-campus or off-campus;
 - workplace surveillance information;
 - work emails and private emails (when using work email address) and internet browsing history; and

- other persons who come into contact with the School, including name and contact details and any other information necessary for the particular contact with the School.

Exception in relation to employee records

Under the Privacy Act, the Australian Privacy Principles do not apply to an employee record. As a result, this Privacy Policy does not apply to the School's treatment of an employee record where the treatment is directly related to a current or former employment relationship between the School and employee. The School handles staff health records in accordance with the Health Privacy Principles in the *Health Records Act 2001 (Vic)*,

How will the School collect and hold personal information?

Personal information you provide

The School will generally collect personal information held about an individual by way of:

- forms filled out by parents/guardians/carers or students;
- face-to-face meetings and interviews;
- emails and telephone calls;
- through online tools/platforms: such as apps, cookies and other software used by the School;
- the School's online portal – Compass.
- through any CCTV cameras located on School grounds; and

On occasion, people other than parents/guardians/carers and students, such as job applicants and contractors, provide personal information to the School.

Personal information provided by other people

In some circumstances, the School may be provided with personal information about an individual from a third party, for example a report provided by a medical professional or a reference from another school. The type of information the School may collect from another school may include:

- academic records and/or achievement levels;
- information that may be relevant to assisting the new school to meet the needs of the student, including any adjustments.

Collection notices

When our School collects information about you, our School will take reasonable steps to advise you of how the information will be handled. This includes the purpose of the collection, and how to access, update and correct information held about you. For information about students and their families, a collection notice is provided to parents (or students who are mature minors) upon enrolment.

Anonymity

The School needs to be able to identify individuals with whom it interacts and to collect identifiable information about them to facilitate the delivery of schooling to its students and its educational and support services, conduct the job application process and fulfil other obligations and processes. However, in some limited circumstances some activities and interactions with the School may be done

anonymously where practicable, which may include making an inquiry, complaint or providing feedback.

How will the School use the personal information you provide?

The School will use personal information it collects from you for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected by you, or to which you have consented.

Students and Parents: In relation to personal information of students and parents/carers, the School's primary purpose of collection is to enable the School to provide schooling to students enrolled at the School (including educational and support services for the student), exercise its duty of care and perform necessary associated administrative activities which will enable students to take part in all activities of the School. This includes satisfying the needs of parents/guardians/carers, the needs of the student and the needs of the School throughout the whole period the student is enrolled at the School.

The purposes for which the School uses personal information of students and parents/guardians/carers include:

- to keep parents/guardians/carers informed about matters related to their child's schooling, through correspondence, newsletters and magazines;
- day-to-day administration of the School;
- looking after students' educational, social and medical wellbeing;
- seeking donations and marketing for our School;
- seeking feedback from students and parents/guardians/carers on school performance and improvement, including through school improvement surveys;
- to satisfy the School's legal obligations and allow the School to discharge its duty of care;
- to satisfy the School service providers' legal obligations; and
- in some cases where the School requests personal information about a student or parent/guardian/carer, if the information requested is not provided, the School may not be able to enrol or continue the enrolment of the student or permit the student to take part in a particular activity.

Job applicants and contractors

In relation to personal information of job applicants and contractors, the School's primary purpose of collection is to assess and (if successful) to engage the applicant, or contractor, as the case may be. The purposes for which the School uses personal information of job applicants and contractors include:

- administering the individual's employment or contract, as the case may be;
- for insurance purposes;
- seeking donations and marketing for the School;
- satisfying the School's legal obligations, for example, in relation to child protection legislation.

Volunteers

The School also obtains personal information about volunteers who assist the School in its functions or conduct associated activities, such as tutoring or Parents/Community Committees, to enable the School and the volunteers to work together, to confirm their suitability and to manage their visits.

Marketing and fundraising

The School treats marketing and seeking donations for the future growth and development of the school as an important part of ensuring that the school continues to provide a quality learning environment in which both students and staff thrive. Personal information held by the school may be disclosed to organisations that assist in the school's fundraising, for example, the school's foundation or alumni organisation, or on occasion, external fundraising organisations.

Parents/guardians/carers, staff, contractors and other members of the wider School community may from time to time receive fundraising information. School publications, like newsletters and magazines, which include personal information and sometimes people's images, may be used for marketing purposes.

Counsellors / Psychologists

The School contracts with external providers and/or employs qualified professionals to provide counselling and/or psychology services for some students. The Head of Campus/Executive Principal may request the counsellor and/or psychologist to disclose him or her or other teachers of any issues that may be necessary for the wellbeing, safety or development of the student who is counselled as well as other students or staff, when it is necessary to enforce the School's policies including but not limited to the Student Management Policy or with the consent of the student or parent/carer.

Who might the School disclose personal information to and store your information with?

The School may disclose personal information, including sensitive information, held about an individual for educational, administrative and support purposes. This may include to:

- school service providers which provide educational, support and health services to the School, either at the School or off campus;
- people providing educational support such as sports coaches, volunteers, counsellors and providers of learning and assessment tools;
- agencies and organisations to whom the School is required to disclose personal information for education, funding and research purposes;
- third party service providers that provide online educational and assessment support services, document and data management services, training and support services, hosting services, and software-as-a-service applications;
- authorised agencies and organisations to enable the School to discharge its responsibilities, e.g. under the *Australian Education Regulation 2013* (Regulation) and the *Australian Education Act 2013* (Cth) relating to students with a disability, including Nationally Consistent Collection of

- Data (NCCD) quality assurance processes, participation in the Australian Early Development Census (AEDC) and government audits;
- authorised organisations and persons who support the School by providing consultative services or undertaking assessments for the purpose of educational programming or providers of health services such as counsellors, psychologists, school nursing services, dental vans. Specific consent is obtained to collect and disclose this type of sensitive and health information as part of a service request which may include release of relevant medical or allied health reports, educational planning and evaluation documents such as personalised learning/behaviour/medical management plans;
 - other third parties which the school uses to support or enhance the educational or pastoral care services for its students or to facilitate communications with parents/guardians/carers;
 - support the training of selected staff in the use of the school's systems, such as Compass and Synergetic;
 - another school and teachers at those schools;
 - federal and state government departments and/or agencies engaged by them;
 - health service providers;
 - recipients of school publications, such as newsletters and magazines;
 - students/parents/guardians/carers and their emergency contacts;
 - assessment and educational authorities including the IBO, Victorian Curriculum and Assessment Authority (VCAA), VTAC, and the Australian Curriculum, Assessment and Reporting Authority (ACARA) and NAPLAN Test Administrative Authorities (who will disclose it to the entity that manages the online platform for NAPLAN);
 - anyone to whom the parent/guardian/carer authorises the School to disclose information;
 - anyone to whom the School is required or authorised to disclose the information by law, including under child protection and information sharing laws.

Sending and storing information overseas

The School may disclose personal information about an individual to overseas recipients, for instance, to facilitate a school exchange or a student overseas tour. However, the School will not send personal information about an individual outside Australia without either:

- obtaining the consent of the individual;
- otherwise complying with the Australian Privacy Principles or other applicable privacy legislation.

The School may from time to time use the services of third-party online or 'cloud' service providers (including for the delivery of services and third-party online applications, or apps relating to email, instant messaging and education and assessment applications. Some personal information, including sensitive information, may be collected and processed or stored by these providers in connection with these services. These online service providers may be located in or outside Australia. School personnel and the school's service providers may have the ability to access, monitor, use or disclose emails, communications (e.g. instant messaging), documents and associated administrative data for the purposes of administering the system and services ensuring their proper use.

How does the school treat sensitive information?

In referring to sensitive information, the School means: information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, philosophical beliefs, sexual orientation or practices or criminal record, that is also personal information; health information and biometric information about an individual.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless the parent/guardian/carer agrees otherwise, or the use or disclosure of the sensitive information is allowed by law.

Management and security of personal information

The School's staff are required to respect the confidentiality of students' and parents/guardians/carers' personal information and the privacy of individuals.

The School has in place steps to protect the personal information the School holds from misuse, interference and loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and password access rights to computerised records. This includes responding to any incidents which may affect the security of the personal information it holds. If the School assesses that anyone whose information is affected by such a breach is likely to suffer serious harm as a result, we will notify them and the Office of the Australian Information Commissioner of the breach.

Access and correction of personal information

Under the *Commonwealth Privacy Act (1998)* and the *Health Records Act 2001 (Vic)*, an individual has the right to seek and obtain access to any personal information and health records respectively which the School holds about them and to advise the School of any perceived inaccuracy. Students will generally be able to access and update their personal information through their parents/guardians/carers, but older students may seek access and correction themselves.

There are some exceptions to the access rights set out in the applicable legislation. To make a request to access or to update any personal information the School holds about parents/guardians/carer or children, please contact Head of Campus or the School Business Manager by telephone or in writing. However, there may be occasions when access is denied. Such occasions would include where the release of information would have an unreasonable impact on the privacy of others, or where the release may result in a breach of School's duty of care to the student.

The School at its discretion, on the request of a student, grant that student access to information held by the School about them, or allow a student to give or withhold consent to the use of their personal information, independently of their parents/guardians/carers. This would normally be done only when the maturity of the student and/or student's personal circumstances warrant it.

Data Breaches

The *Commonwealth Privacy Act 1998* provides for the Notifiable Data Breaches Scheme, under which the School is required to notify the Australian Information Commissioner and impacted members of the School community "as soon as practicable" after becoming aware that an eligible data breach has occurred.

For a data breach to be eligible and therefore require notification, the following criteria must all be satisfied:

1. there is unauthorised access to or unauthorised disclosure of personal information, or a loss of personal information, that the School holds;
2. this is likely to result in serious harm to one or more individuals; and
3. the School has not been able to prevent the likely risk of serious harm with remedial action.

For serious harm to have incurred to an individual the data breach would normally involve serious physical, psychological, emotional, financial, or reputational harm.

If the School has taken remedial action after a breach has occurred that means it's unlikely the incident will result in serious harm to affected individuals, the School will not be required to report the incident.

In cases where the School suspects a data breach has occurred, it will undertake an assessment into the circumstances within 30 days to ascertain whether or not it has actually occurred, and therefore whether it needs to notify. There are significant penalties applying to both individuals and organisations for a failure to comply with the notification rules.

In accordance with the School's Data Breach Response Plan any suspected and known breaches should be advised immediately to a panel consisting of the Executive Principal, Head of Campus, School Business Manager, Head of ICT via email.

Enquiries and Complaints

If you would like further information about the way the School manages the personal information it holds, or wish to complain that you believe the School has breached the Australian Privacy Principles, please contact the Head of Campus and /or School Business Manager by writing or telephone. The School will investigate any complaint and will notify you of the making of a decision in relation to your complaint and as soon as is practicable after it has been made.

How to Contact Us

The School can be contacted about this Privacy Policy or about personal information generally, by:

- Emailing (MSC) msc@aia.vic.edu.au (KKCC) kkcc@aia.vic.edu.au (CSSC) cssc@aia.vic.edu.au (CSPC) cspc@aia.vic.edu.au
- In Writing to: Privacy Officer, 56 Bakers Rd, North Coburg, 3056, Victoria
- Calling (MSC) 9350 4533, (KKCC) 9354 0833, (CSSC) 83725446, (CSPC) 91179252



If practical, you can contact us anonymously (i.e. without identifying yourself) or by using a pseudonym. However, if you choose not to identify yourself, we may not be able to give you the information or provide the assistance you might otherwise receive if it is not practical to do so.