Version number 2.3

15/06/2022

Policy - Privacy

Rationale

Acknowledge Education (AE) is bound by the National Privacy Principles (NPPs) contained in the Privacy Act 1988 (Cth) in its handling of personal information provided to it by interested stakeholders. Acknowledge Education is also bound by state specific acts including Privacy and Data Protection Act 2014 (Vic), Health Records Act 2001 (Vic), Privacy and Personal Information Protection Act 1998 (NSW), Privacy Act 1988 (WA), and Information Privacy Act 2009 (QLD).

Acknowledge Education is committed to ensuring privacy and a responsible approach to the handling of personal, sensitive, and health information of all students, staff and affiliates. AE recognises the particular requirements of privacy requirements relating to students under the age of 18 years old.

Policy

The type of information Acknowledge Education collects and holds includes (but is not limited to) personal information, including sensitive information, about:

- students and parents and/or guardians before, during and after the course of a student's enrolment at Acknowledge Education;
- job applicants, staff members and contractors; and
- other people who come into contact with Acknowledge Education.

Personal information the provider collects

Acknowledge Education will generally collect personal information held about an individual by way of forms filled out by parents, students or their respective agents, face-to-face meetings and interviews, and telephone calls. On occasions, people other than parents, students or their respective agents might also provide personal information.

Personal Information provided by other people

In some circumstances, Acknowledge Education 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.

Exception in relation to employee records

Under the Privacy Act, the National Privacy Principles do not apply to an employee record. As a result, this Privacy Policy does not apply to AE's treatment of an employee record, where the treatment is directly related to a current or former employment relationship between Acknowledge Education and employee.

Use of the personal information provided to AE

Acknowledge Education will use personal information it collects for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which the provider of the information has consented.

Students and parents

In relation to personal information of students and parents, Acknowledge Education primary purpose of collection is to enable it to provide educational services for the student. The purposes for which Acknowledge Education uses personal information of students and parents include:

- to keep parents or their agents informed about matters related to their child's schooling, through correspondence, newsletters and magazines;
- to be used in the day-to-day administration;
- to enable the care for students' educational, social, and medical wellbeing;
- to be used in marketing for Acknowledge Education;
- to satisfy Acknowledge Education' legal obligations and to allow Acknowledge Education to discharge its duty of care.

In some cases, Acknowledge Education might request further information from students or parents in order for the enrolment process to start or continue.

Job applicants, staff members and contractors

In relation to personal information of job applicants, staff members and contractors, Acknowledge Education's primary purpose of collection is to assess and (if successful) to engage the applicant, staff member or contractor.

The purposes for which Acknowledge Education uses personal information of job applicants, staff members and contractors include:

- to administer the individual's employment or contract, as the case may be;
- to be used for insurance purposes;
- to be used for marketing for Acknowledge Education;
- to satisfy Acknowledge Education's legal obligations, for example, in relation to child protection legislation.

When might Acknowledge Education disclose personal information

When required, and in line with all legislative requirements, Acknowledge Education may disclose personal information, including sensitive information, held about an individual to:

- another school;
- government departments;
- Commonwealth and State agencies and the ESOS Assurance Fund Manager;
- medical practitioners and health insurance bodies;
- people providing services to Acknowledge Education, including specialist visiting teachers;
- recipients of school publications, like newsletters and magazines;
- parents or agents of parents/students; and
- any other person the provider authorises Acknowledge Education to disclose information to.

How does Acknowledge Education treats sensitive information

“Sensitive information” is information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences or criminal record and health information about an individual.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related purpose, unless the information provider agrees otherwise. Sensitive information might also be used or disclosed when allowed or warranted by law.

Management and security of personal information

Acknowledge Education staff are required to respect the confidentiality of students' and parents' personal information and the privacy of individuals. Acknowledge Education, therefore, has in place steps to protect the personal information it holds from misuse, loss, unauthorised access, modification or disclosure by the use of various methods including locked storage of paper records and password-protected access rights to computerised records.

Updating personal information

Acknowledge Education endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. A person may seek to update their personal information held by Acknowledge Education by contacting the institution at any time.

The National Privacy Principles require Acknowledge Education not to store personal information longer than necessary.

The provider of information has the right to check what personal information Acknowledge Education holds about the provider

Under the Commonwealth Privacy Act, an individual may seek access to personal information which Acknowledge Education holds about them. There are some exceptions to this set out in the Act.

Students will generally have access to their personal information through their parents or agents but mature students may seek access themselves.

To make a request to access any information Acknowledge Education holds about the provider or the provider's child, please contact the Administrator in writing.

Acknowledge Education may require the provider of the information to verify the provider's identity and specify what information the provider requires. Acknowledge Education, in limited circumstances, may charge a fee for access and will advise the likely cost in advance.

Consent and rights of access to the personal information of students

Acknowledge Education respects every parent's right to make decisions concerning their child's education.

Generally, Acknowledge Education will refer any requests for consent and notices in relation to the personal information of a student to the student's parents.

Acknowledge Education will treat consent given by parents as consent given on behalf of the student and any notice or information provided to parents will act as notice given to the student.

Students may seek access to personal information held by Acknowledge Education about them or their child by contacting the Administrator.

It should however be noted that there will be occasions when access to information is denied. Such occasions would include where release of the information would have an unreasonable impact on the privacy of others, or where the release may result in a breach of Acknowledge Education's duty of care to the student.

Acknowledge Education may, at its discretion- on the request of a student- grant the student access to information held by Acknowledge Education about them, or allow a student to give or withhold consent to the use of their personal information, independently of their parents. This would normally be the case where the maturity of the student and/or the student's personal circumstances so warranted.

Enquiries

If the provider would like further information about Acknowledge Education's management of the personal information it holds, please contact the Administrator or the Registrar and refer also to Acknowledge Education *Student Records Management Policy*.

Document approval

Endorsed by:	Board of Directors
Date endorsed:	Click or tap to enter a date.
Effective date:	Click or tap to enter a date.
Version number:	2.3
Last amendment date/by:	15/06/2022, Dean
Review due date:	Under review as at April 2026
Related documents:	Code of Conduct Student Records Management Policy
Responsibilities:	Compliance Manager, Registrar

Contact:	Compliance Manager (e) a.liang@ae.edu.au (p) (03) 9663 3399

Document change and review log

Date	Version	By	Notes
17/09/2013	1.1	ML	New format, reviewed, made notice requirements more explicit
20/06/2014	1.2	BS	Change to AE
30/06/2016	2	BS	Change logos, reformat document
10/01/2019	2.1	BS	Review
12/01/2022	2.2	TW	Update to current policy template
15/06/2022	2.3	TW	Updated to include other state legislation, corrected typos and tightened language for clarity.

NOTES:

File naming convention – use descriptor at end of file to show status (DRAFT, NEEDS APPROVAL, etc.)

File should be named as "Document Title" followed by date: YYMMDD format