



PRIVACY POLICY

Overview

Avalon College is bound by the Privacy Principles outlined in the *Privacy Act 1988 (Cth)*, the *ESOS Act 2000*, the *National Code of Practice for providers of Education and Training to Overseas Students 2018*, *Fair Work Act 2009 (Cth)*, *Victorian Charter of Human Rights and Responsibilities Act 2006*, *Privacy and Data Protection Act 2014* and the *Health Records Act 2001 (Vic)*.

- This policy outlines how Avalon College obtains, holds, uses and discloses personal information.
- Avalon College may update this policy, from time to time without notice, if collection practices change or to accommodate new laws or technology.
- Updates will be publicised on the Avalon College website.

Scope of Policy

Depending on the nature of the interaction, Avalon College may collect and hold personal information which may include health and other sensitive information from;

- Students, parents/guardians, homestay providers.
- Employees, contractors, suppliers, volunteers, contractors, stakeholders and prospective employees.
- Agents, alumni, visitors or any other individual or company that has contact in the course of providing services for Avalon College.

Types of information we collect

- Name, address, date of birth, country of birth, contact details, next of kin, passport details, visa details, health fund/Medicare details, medical records, immunisation details, disabilities, psychological reports, citizenship, attendance records, academic reports, conduct, behavioural and complaint records, tax file number, payment details, driver's licence, Working with Children identification, company name, employment history, references, education and qualifications, testimonials, feedback, membership of a professional association, regulator accreditation, photo and video media at Avalon College and events, family court orders and criminal records.
- Any other information which may assist Avalon College in providing education to our students, marketing Avalon College or to adhere with legal and regulatory requirements.
- Workplace surveillance information including work emails and work station internet browser history.
- Non-personal information directed from Web browsing "cookies" identifying location, IP address and time accessing our website, this is used for marketing campaigns and identifying web traffic.

Ways we collect and hold your personal information

- Face-to-face meetings, interviews, phone calls, correspondence, email, enquiries, Avalon College website, applications or forms completed by parents, agents, students or employees, references and referrals from third parties.
- Taking photos or videos of students, employees and visitors at Avalon College, school excursions and events including weekend offsite activities.
- Student surveys, Avalon College website and social media channels such as Facebook, Instagram, LinkedIn, WeChat, when communication through these platforms we may collect personal information, only used to communicate.
- Visitor sign in at reception.
- Indirectly through publicly available sources.
- The *Privacy Act* does not cover employee records, these may be accessed by the employee under the *Fair Work regulations 2009 (Cth)*. Employee health records are kept in accordance with the *Health Records Act 2001 (Vic)*.

Purpose of collection

Students

- Keeping parents informed about matters that relate to their child.
- Day to day administration.
- Looking after students' education, pastoral care, social and medical well-being.
- To comply with legal obligations including but not limited to the discharge of our duty of care.
- Marketing and promotion of Avalon College.

Employees, contractors and job applicants

- Accessing and engaging suitability for employment or contract.
- Administering the individual's employment and or contract.
- Satisfy insurance requirements, qualification and legal obligations including child protection legislation.

Marketing

- Avalon College treats marketing for the future growth and development ensuring we continue to provide a quality learning environment.
- School brochures, newsletters, social media and Avalon College website which may include images of students and staff used for marketing purposes.
- Our website may contain links to other websites. We do not share personal information with these websites and are not responsible for their privacy practices. For further details please check their Privacy policies.

Sensitive Information

- Avalon College may collect sensitive information such as but not limited to health, disability, religion, criminal record, psychological reports.
- We will not collect and use sensitive information without your consent and only disclosed for the purpose it is primary provided or directly related to the primary purpose.
- If disclosure is required and allowable by law.
- To lessen or prevent serious threat to life, health or safety of an individual or public safety.

Disclosure of personal information

Personal information is only disclosed if one or more of the following applies:

- A student or their parent/guardian have consented to the disclosure by agreeing to the Conditions of Entry and by accepting the Avalon College Offer.
- Providing pastoral care, health and safety of an individual or public safety.
- Legal obligations including our duty of care, child protection and child safety obligations.
- If we are authorised or required to do so by law.
- We may disclose personal information to another school, medical practitioner, teachers if deemed necessary for the educational development, health or safety of a student.
- To identify individuals using government related identifiers such as Medicare, passport number etc.

Disclosure of information to an overseas recipient

Avalon College will take reasonable steps **not** to disclose an individual's personal information to overseas recipients unless;

- We have your consent (which may be implied).
- We are satisfied that the overseas recipient is compliant with the Australian Privacy Principles or similar privacy regime.

Storage and security of personal and sensitive information

Avalon College protocols to store, protect and secure confidential and sensitive personal information include but not limited to the following.

- Employee training which includes to protect information from misuse, loss, unauthorised access, interference, modification, disclosure, privacy and confidentiality compliance.
- Locked storage of paper records.
- Password access rights to computerised records.
- IT and cyber security systems.
- Building and grounds security.
- Archiving of records securely and appropriately to meet any future enquiry or for historical purposes.
- Personal information that is no longer required will be destroyed or de-identified prior to secure destruction.
- Avalon College will endeavour to keep personal and sensitive information complete, accurate and up to date and may ask to update your information from time to time.

Data Breaches, unauthorised access, use or disclosure

In the event if a data breach, unauthorised access, use or disclosure Avalon College will;

- Review the internal security procedures and take all reasonable steps to prevent breaches, unauthorised access, use or disclosure.
- Take prompt action to identify the type and source of a breach or suspected breach.
- Notify individuals affected.
- Data breach that may result in harm of an individual will be reported to *The Office of the Australia Information Commissioner (OAIC)*.
- Assess data risks regularly and take measures to mitigate risk.
- Follow Avalon College protocol and policies procedure in response when a data breach or suspected breach occurs.

Consent and rights for accessing and updating personal information

The *Privacy Act* does not differentiate between adults and children.

- When dealing with a students personal information Avalon College will refer any requests for personal information to a students parent or guardian.
- We treat consent of the students parent/guardian as consent on behalf of the student.
- Under certain circumstances the parent/guardian may be denied access to their child's information if providing such information would have an unreasonable impact to the privacy of others and breach Avalon College's duty of care to a student.

How to make a complaint

- If you believe Avalon College has breached any of the *Australian Privacy Principles*. Please direct your written complaint including all details to assess and determine whether there has been a breach to our Business Manager, Helen Brown (accounts@avaloncollege.vic.edu.au).
- Once in receipt of a complaint, Avalon College will respond within 48 hours to acknowledge the complaint, and will then determine if a breach of any kind has occurred and will respond with that outcome within 7 business days.
- If not satisfied with the outcome, a further complaint may be made to the *Australian Information Commission*.
- Avalon College would encourage anyone wanting to make a complaint to first attempt to resolve the complaint directly with us before forwarding the complaint to the *Australia Information Commission*.
- Once referred to the *Australian Information Commission* the complaint will be arranged by way of conciliation, if a resolution cannot be made the *Australian Information Commission* may make a binding determination on both parties which is enforceable by law.