



# Privacy Policy

## VERSION CONTROL:

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1.0	March 2002	Policy Adopted
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# LOURDES HILL COLLEGE PRIVACY POLICY

## 1. RATIONALE

This Privacy Policy outlines how Lourdes Hill College (the College) manages personal information provided to or collected by it. The College is bound by the *Privacy Act 1988* (Cth) ('Privacy Act') and acts in compliance with the Australian Privacy Principles ('APPs') which underpin the legislation and set minimum standards relating to the collection, security, storage, use, correction and disclosure of personal information and access to that information.

## 1. DEFINITIONS

<b>Australian Privacy Principles (APPs)</b>	The thirteen Australian Privacy Principles made pursuant to the Privacy Act which apply to the handling of personal information which are: <ul style="list-style-type: none"><li>▪ APP 1 - Open and transparent management of personal information</li><li>▪ APP 2 - Anonymity and pseudonymity</li><li>▪ APP 3 - Collection of solicited personal information</li><li>▪ APP 4 - Dealing with unsolicited personal information</li><li>▪ APP 5 - Notification of the collection of personal information</li><li>▪ APP 6 - Use or disclosure of personal information</li><li>▪ APP 7 - Direct marketing</li><li>▪ APP 8 - Cross-border disclosure of personal information</li><li>▪ APP 9 - Adoption, use or disclosure of government related identifiers</li><li>▪ APP 10 - Quality of personal information</li><li>▪ APP 11 - Security of personal information</li><li>▪ APP 12 - Access to personal information</li><li>▪ APP 13 - Correct personal information</li></ul>
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### **Regulatory Defined Terms**

Terms that are defined in the Privacy Act or the APPs, such as personal information or sensitive information, are used in this Policy in the same way as defined.

## 2. POLICY APPLICATION & RESPONSIBILITIES

2.1 The College's implementation and inherent responsibilities under this Policy are based on the APPs and the College must act according to them when handling personal information.

### **a. Responsibilities of the Members, Board of Directors and Principal**

Good Samaritan Education, through the College Board, delegates to the the responsibility of ensuring that:

- (a) the requirements of the Privacy Act and APPs are met when the College handles people's information; and
- (b) that they ensure that information held about people is managed responsibly.

### **b. Responsibilities of College Leadership Team**

The College will use personal information it collects to enable it, in partnership with Good Samaritan Education and the College Board, to provide learning and teaching programs



appropriate to the needs of the students. This includes satisfying, where possible, both the needs of Parents and the needs of the pupil throughout the whole period the pupil is enrolled at the College.

The College Leadership Team and staff are required to respect the confidentiality of students' and Parents' personal information and the privacy of individuals. The College has in place procedures to protect the personal information held by the College from misuse, loss, unauthorised access, modification or disclosure, including locked storage of paper records and pass-worded access rights to computerised records. The College Leadership Team will take reasonable steps to ensure that personal information collected is accurate, complete and up-to-date. This information will need to be reviewed from time-to-time.

### **c. Responsibilities of Employees**

All employees are required to work with the College to implement and maintain the Privacy Policy. They are responsible for taking the necessary steps to ensure that an individual's privacy is respected. Employees must also be aware that under the Privacy Act the APPs do not apply to an employee's records.

Regarding students, employees should recognise that young people do have rights under the Privacy Act. In some circumstances it would be appropriate to seek consents from them, particularly when they are older.

### **d. Responsibility of Parents and Carers**

Parents and/or carers are required to provide the College with accurate information requested in enrolment forms. Parents need to inform the College when changes occur to the original information. They are required to respond to College communications promptly.

### **e. Responsibility of Students**

The responsibility of each student is to cooperate with and actively support structures put in place to ensure the individual's right to privacy.

This may mean assisting the College to have records that reflect a family's changing circumstances, e.g. change of address or telephone numbers, or other matters that might impact upon the student's approach to learning. It is important that students deliver College communications promptly and comply with requests in them.

2.2 The College may, from time-to-time, review and update this Privacy Policy to take account of new laws and technology, changes to the College's operations and practices and to make sure it remains appropriate to the changing College environment.

## **3. What kinds of Personal Information does the College collect and how does the College collect it?**

### **3.1 What personal information is provided**

The type of information the College collects and holds includes (but is not limited to) personal information, including health and other sensitive information, about:

- Students and Parents and/or guardians ('**Parents**') before, during and after the course of a student's enrolment at the College, including:
  - name, contact details (including next of kin), date of birth, previous school and religion;
  - medical information (e.g. details of disability and/or allergies, absence notes, medical reports and names of doctors);
  - conduct and complaint records, or other behaviour notes, and school reports;
  - information about referrals to government welfare agencies;



- counselling reports;
  - health fund details and Medicare number;
  - court orders;
  - volunteering information; and
  - photos and videos at College events.
- Job applicants, staff members, volunteers and contractors, including:
    - name, contact details (including next of kin), date of birth, and religion;
    - information on job applications;
    - professional development history;
    - salary and payment information, including superannuation details;
    - medical information (e.g. details of disability and/or allergies, and medical certificates);
    - complaint records and investigation reports;
    - leave details;
    - photos and videos at College events;
    - workplace surveillance information;
    - work emails and private emails (when using work email address) and internet browsing history.
  - Other people who come into contact with the College, including name and contact details and any other information necessary for the particular contact with the College.

### **3.2 How personal Information is provided**

The College will generally collect personal information held about an individual by way of forms filled out by Parents or students, face-to-face meetings and interviews, emails and telephone calls. On occasions people other than Parents and students provide personal information.

### **3.3 Personal Information provided by other people**

In some circumstances the College 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.

## **4. How will the College use the personal information provided?**

4.1 The College will use only lawful and fair means to collect your personal information and take reasonable steps to provide specific Privacy Notices at the time of collection of your personal information. The relevant Privacy Notice will contain a more detailed statement about what the College is collecting, the purpose and how the College will use and disclose the personal information.

4.2 The College 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.

### **4.3 Students and Parents**

In relation to personal information of students and Parents, the College's primary purpose of collection is to enable the College to provide schooling to students enrolled at the College and perform necessary associated administrative activities, which will enable students to take part in all the activities of the College. This includes satisfying the needs of Parents, the needs of the pupil and the needs of the College throughout the whole period the pupil is enrolled at the College.

The purposes for which the College uses personal information of students and Parents include:



- to keep Parents informed about matters relating to their daughter's schooling, through correspondence, newsletters and magazines;
- day-to-day administration of the College;
- looking after students' educational, social and medical wellbeing;
- seeking donations and marketing for the College; and
- to satisfy the College's legal obligations and allow the College to discharge its duty of care.

In some cases where the College requests personal information about a student or Parent, if the information requested is not provided, the College may not be able to enrol or continue the enrolment of the student or permit the student to take part in a particular activity.

#### **4.4 Job Applicants and Contractors**

In relation to personal information of job applicants and contractors, the College's primary purpose of collection is to assess and (if successful) to engage the applicant, staff member or contractor, as the case may be.

The purposes for which the College uses personal information of job applicants and contractors include:

- in administering the individual's employment or contract;
- for insurance purposes;
- seeking donations and marketing for the College; and
- to satisfy the College's legal obligations, for example, in relation to child protection legislation.

#### **4.5 Volunteers**

The College also obtains personal information about volunteers who assist the College in its functions or conduct associated activities such as the Parent's & Friends and Past Pupils' Association, to enable the College and the volunteers to work together.

#### **4.6 Marketing and Fundraising**

The College treats marketing and seeking donations for the future growth and development of the College as an important part of ensuring that the College continues to provide a quality learning environment in which both students and staff thrive.

Personal information held by the College may be disclosed to organisations that assist the College's fundraising, for example, the Lourdes Hill Foundation or Past Pupils' Association or, on limited occasions, external fundraising organisations.

Parents, staff, contractors and other members of the wider College community may from time-to-time receive fundraising information.

College publications, like newsletters and magazines which include personal information, may be used for marketing purposes.

## **5. Who might the College disclose personal information to and store your information with?**

### **5.1 Disclosure**

The College may disclose personal information, including sensitive information, held about an individual for educational, administrative and support purposes.

This may include to:

- other schools and teachers at those schools;
- government departments;
- medical practitioners;



- people providing educational, support and health services to the College, including specialist visiting teachers, sports coaches, volunteers, counsellors and providers of learning and assessment tools;
- providers of specialist advisory services and assistance to the School, including in the area of Human Resources, child protection and students with additional needs;
- assessment and educational authorities, including the Australian Curriculum; Assessment and Reporting Authority (ACARA) and NAPLAN Test Administration Authorities (who will disclose it to the entity that manages the online platform for NAPLAN);
- recipients of College publications, such as newsletters and magazines;
- Parents or guardians of College students;
- anyone you authorise the College to disclose information to;
- anyone to whom we are required to disclose their information by law, including child protection laws; and
- third parties.

## 5.2 ***Sending and storing information overseas***

The College may disclose personal information about an individual to overseas recipients, for instance, to facilitate a College exchange. However, the College will not send personal information about an individual outside Australia without:

- Obtaining the consent of the individual (in some cases this consent will be implied)
- Otherwise complying with the Australian Privacy Principles or other applicable privacy legislation.

The College may use online or 'cloud' service providers to store personal information and to provide services to the College that involve the use of personal information, such as services relating to email, instant messaging and education and assessment applications.

Some limited personal information may also be provided to these service providers to enable them to authenticate users that access their services. This personal information may be stored in the 'cloud' which means that it may reside on a cloud service provider's servers which may be situated outside Australia.

## 6. **How does the College treat sensitive information?**

In referring to 'sensitive information', the College means: information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other professionals 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 you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

## 7. **Management and Security of personal information**

The College mostly holds personal information electronically in its IT systems, secure servers and databases, as well as in our paper records. The College has in place steps to protect the personal information the College 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.

All College staff are also required to respect the confidentiality of students' and Parents' personal information and the privacy of individuals.



## 8. Access and correction of personal information

### 8.1 *Right to access and correct personal information*

Under the Privacy Act an individual has the right to seek and obtain access to any personal information which the College holds about them and advise the College of any perceived inaccuracy. Students will generally be able to access and update their personal information through their Parents; however older students may seek access and correction themselves.

There are some exceptions to these rights set out in the applicable legislation and there will be occasions when access 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 the College's duty of care to the student.

If we cannot provide you with access to that information, we will provide you with written notice explaining the reasons for refusal.

To make a request to access or update any personal information the College holds about you or your child, please contact the Director of Admissions and Office Administration by telephone on (07) 3399 0498 or in writing, by email to [enrolments@lhc.qld.edu.au](mailto:enrolments@lhc.qld.edu.au).

The College may require you to verify your identity and specify what information you require. If any external costs are incurred by the College, an equivalent fee may be charged to cover the cost of verifying your application and locating, retrieving and copying any material requested. If the information sought is extensive the College will advise the likely cost in advance.

### 8.2 *Consent and rights of access to the personal information of students*

The College respects every Parent's right to make decisions regarding their child's education. Generally, the College will refer any requests for consent and notices in relation to the personal information of a student to the student's Parents. The College will treat consent given by Parents as consent given on behalf of the student and notice to Parents will act as notice given to the student.

The College may, at its discretion, on the request of a student, grant that student access to information held by the College 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 done only when the maturity of the student and/or the student's personal circumstances warrant it.

## 9. Notifiable Data Breaches Scheme

In the unlikely event of loss or unauthorised access or disclosure of an individual's personal information that is likely to result in serious harm to that individual, the College will investigate and notify the affected individuals and the Australian Information Commissioner as soon as is practicable in accordance with the Australian Privacy Act.

## 10. De-identification and destruction of records

When de-identifying and/or destroying information contained in the College's records, the College does so in accordance with the requirements of the Privacy Act and APPs which are reflected in the College's General Records Management Policy and Document Security Policy.

The College mostly holds personal information electronically in its IT systems, secure servers and databases, but also in the College's paper records. The College has in place steps to protect the personal information the College holds from misuse, interference and loss, unauthorised access, modification or disclosure including locked storage of paper records



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and password access rights to computerised records. All College staff are also required to respect the confidentiality of students' and Parents' personal information and the privacy of individuals.

### **11. Enquiries and Complaints**

If you would like further information about the way the College manages the personal information it holds, or wish to complain that you believe the College has breached the Australian Privacy Principles, please contact the College Principal on (07) 3399 0407 or [principal@lhc.qld.edu.au](mailto:principal@lhc.qld.edu.au).

The College will investigate any complaint and will notify you of the making of a decision in relation to your complaint as soon as is practicable after it has been made.