

## PRIVACY POLICY

AllU, as well as all schools and affiliated third-party organisations implementing its programs, must exercise appropriate processes and guidelines with respect to the privacy of staff, volunteers, students, parents/carers and host families.

All personal information considered or recorded will respect the privacy of the individuals involved unless there is a risk to someone's safety.

All AllU staff, as well as schools, service providers and volunteers must comply with Victorian privacy law and this policy.

AllU has safeguards and practices in place to ensure any personal information is protected. Everyone is entitled to know how this information is recorded, what will be done with it, and who will have access to it.

AllU considers any breach of privacy by any relevant party to be a serious issue which will need to be investigated.

All relevant schools/organisations, as well as AllU personnel, should familiarise themselves with the Privacy Policy and ensure they follow the AllU's Privacy Policy when collecting, using, disclosing and managing personal and health information.

### Definitions

**Personal information** - Personal information is recorded information or opinion, whether true or not, about a person whose identity is apparent, or can reasonably be ascertained, from the information. The information or opinion can be recorded in any form. A person's name, address, phone number and date of birth (age) are all examples of personal information.

**Sensitive information** - Sensitive information is a type of personal information with stronger legal protections due to the risk of discrimination. It includes information or opinion about an identifiable person's racial or ethnic origin, political opinions or affiliations, religious beliefs or affiliations, philosophical beliefs, sexual orientation or practices, criminal record or membership of a trade union.

Personal and sensitive information is regulated in Victoria under the *Queensland Information Privacy Act 2009 (the Act)*.

**Health information** - Health information is information or opinion about an identifiable person's physical, mental or psychological health or disability. Health information is a type of personal information which, because of its sensitivity, also has different and stronger legal protections.

## What information is collected?

The following type of information is collected:

- Information about students and their families/carers provided by students, their families/carers and others – for example, contact and enrolment details, health information.
- Information about job applicants, staff, volunteers, home stay families, visitors – for example, qualifications, working with children checks, teacher registration and banking details.
- Information about the activities of students, staff and any other relevant parties if they are on School grounds

AllU and/or schools/affiliated organisations involved in AllU programs, including Student Exchange programs, provide all family/carers and students with a privacy collection notice (also known as a collection statement or privacy notice) on enrolment and on an annual basis to communicate:

- the reason for collecting information students, families/carers, host families etc.
- how the information is used and disclosed
- how to access, update and correct the information.

## Accessing Information

All individuals, or their authorised representative(s), have a right to access, update and correct information that AllU and/or schools/affiliated organisations holds about them, providing access to information or records doesn't increase a risk to the safety of a child or children (see also AllU's **Child protection privacy and information sharing policy**).

## Access to Student Information

Schools only provide School reports and ordinary School communications to students, parents, carers or others who have a legal right to that information. Requests for access to other student information or by others must be made by lodging a Freedom of Information (FOI) application.

## Storing and Securing Information

AllU and/or schools/affiliated organisations take reasonable steps to protect information from misuse and loss, and from unauthorised access, modification and disclosure. They store all paper and electronic records securely, consistent with AllU's records management policy and information security standards

Records must only be disposed of with written approval of AllU/school's principal, after the minimum retention period has been met.

Systems and processes for managing electronic and hardcopy records must be in place to ensure the authenticity, security, reliability and accessibility of these records (see AIU's **Record Keeping Procedural Guidelines**).

All records must be stored in safe and secure locations to ensure their integrity and accessibility. Permanent records must be stored in conditions that ensure their long-term preservation.

## **SECURITY OF INFORMATION**

To ensure the security of information, AIU and/or schools/affiliated organisations should restrict access to authorised users in line with agreed protocols and limit to the minimum level necessary for each user as follows:

### **Computer security:**

- Using access passwords.
- Deletion of files held on hard drives, where appropriate.

### **Paper record security:**

- Keeping files in locked storage when not in use.
- Disposing of wastepaper containing information by shredding.
- If possible, not leaving personal information in an unattended car.

### **Information sent by post or courier is secured by:**

- Using registered mail so that delivery acceptance is recorded.
- Sealing envelopes and marking them, "Confidential: Attention X".

### **In the case of demonstrations or case studies, individuals must:**

- take reasonable care to protect their own health and safety and the health and safety of others;
- cooperate with their employer in ensuring that the workplace is safe and healthy and report to their employer any situation that could constitute a hazard;
- follow the instructions and training provided by their employers;
- not interfere with anything set up in the interests of health and safety.

## RECORD KEEPING AND STORAGE

AllU and/or schools/affiliated organisations will keep confidential records of any child safety concerns or complaints should they arise.

Notes and observations should be clear, easy to read and accessible.

Documentation should include dates, times and location, as well as details of conversations with other employees, volunteers, contractors or the child and their family/carers.

Reports should be accurate and impartial.

Detailed descriptions of the incident or concern, evidence and actions taken, including incident forms, reports made to authorities and any other follow-up actions, will be completed.

Following current best practice guidelines AllU and/or schools/affiliated organisations will keep these records for up to 45 years (at minimum).

(see AllU's **Record Keeping Procedural Guidelines**).

For further information, contact your AllU Regional Manager

POLICY APPROVER  
General Manager, AllU

Approved: 1 July 2025

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REVIEW  
This policy is to be reviewed by 30 June 2026