



AUSTRALIAN INSTITUTE of INTERNATIONAL UNDERSTANDING (AIIU) PRIVACY POLICY

PURPOSE

This Privacy Policy sets out how AIIU collects, uses, discloses, stores and protects personal information in the course of operating student exchange programs.

This policy ensures compliance with:

- The Privacy Act 1988 (including the Australian Privacy Principles)
- The School Education Act 1999
- The Children and Community Services Act 2004
- The Working with Children (Criminal Record Checking) Act 2004
- The National Guidelines for the Operation of International Secondary Student Exchange Programs in Australia

SCOPE

This policy applies to:

- Inbound and outbound students
- Parents/guardians
- Host families
- Staff and volunteers
- Overseas partner organisations
- Schools
- Regulatory authorities

DEFINITIONS

Personal Information

Information or an opinion about an identified individual or reasonably identifiable individual.

Sensitive Information

A subset of personal information including:

- Health information
- Criminal history
- Working With Children status
- Religious beliefs
- Ethnic origin



Student Information

All personal and sensitive information relating to exchange students.

Regulatory Information

Information shared with registration authorities or government agencies.

INFORMATION COLLECTED

AIU may collect:

Student Information

- Full name
- Date of birth
- Address
- School records
- Passport details
- Visa information
- Health and medical information
- Emergency contacts
- Academic reports
- Welfare monitoring records

Parent/Guardian Information

- Contact details
- Consent forms
- Financial information

Host Family Information

- Identity documents
- WWC details
- Home address
- Household composition
- References
- Screening records

Staff and Volunteer Information

- Employment records
- Police checks
- WWC details
- Training records



HOW INFORMATION IS COLLECTED

Information may be collected via:

- Application forms
- Online portals
- Interviews
- School documentation
- Overseas partner submissions
- Regulatory correspondence

Consent is obtained where required.

USE AND DISCLOSURE OF INFORMATION

Information is used for:

- Assessing eligibility
- Managing exchange placements
- Ensuring student welfare
- Regulatory reporting
- Insurance compliance
- Emergency management

Information may be disclosed to:

- Schools
- Overseas partner organisations
- State/territory registration authorities
- Australian Government departments
- Emergency services

Disclosure is limited to lawful and necessary purposes.

ACCESSING INFORMATION

Individuals may request access to their personal information by submitting a written request to AIU.

AIU will:

- Respond within a reasonable timeframe
- Provide access unless legally restricted
- Verify identity prior to release.



Requests may be refused where:

- Disclosure would breach another person's privacy
- The information is subject to legal privilege
- Child protection considerations apply.

ACCESS TO STUDENT INFORMATION

Access to student information is restricted to:

- Assigned Coordinators
- Senior Management
- Relevant school personnel
- Regulatory authorities (where authorised)

Parents/guardians may access student information unless limited by law or safeguarding concerns. Students aged 18+ may request direct access to their information.

STORAGE AND SECURITY OF INFORMATION

AIU takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Digital Security

- Secure password-protected systems
- Two-factor authentication (where available)
- Restricted user access levels
- Encrypted file storage (where applicable)
- Regular software updates
- Secure cloud storage providers

Paper Records

- Locked filing cabinets
- Restricted office access
- Secure storage rooms
- Shredding of confidential documents

Post and Courier

- Sealed envelopes
- Tracking for sensitive documents
- Verification of recipient address
- Avoiding unnecessary transmission of sensitive data



PUBLISHED CASE STUDIES AND MARKETING

AIU may publish case studies or promotional material involving students only where:

- Written consent is obtained from the student and parent/guardian (if under 18)
- Images are used responsibly
- No sensitive personal information is disclosed
- Withdrawal of consent is honoured.

RECORD KEEPING AND RETENTION

AIU maintains records in accordance with:

- Regulatory requirements
- Insurance obligations
- Audit expectations

Retention periods may include:

- Student files: retained for minimum 7 years (or as required)
- Child protection reports: retained securely and permanently where required
- WWC and screening records: retained as required under law

Records are securely destroyed when no longer required.

DATA BREACH RESPONSE

In the event of a suspected data breach:

- Immediate containment measures will be implemented
- Risk assessment conducted
- Affected individuals notified where required
- Report made to the Office of the Australian Information Commissioner (if required under the Privacy Act).

CROSS-BORDER DISCLOSURE

As an SEO, AIU may transfer information to overseas partner organisations.

AIU will:

- Ensure partners have safeguarding and privacy controls
- Share only necessary information
- Obtain informed consent where required.



COMPLAINTS

Privacy complaints may be made in writing to in accordance with the AllU Complains Policy.

If unresolved, complaints may be referred to:

- The Office of the Australian Information Commissioner (OAIC).

COMMITMENT

AllU recognises that privacy protection is integral to safeguarding students and maintaining trust. Personal information is handled lawfully, securely and responsibly at all times.

Following current best practice guidelines AllU and/or schools/affiliated organisations will keep these records for up to 3 years (at minimum). (see AllU's **Record Keeping Procedural Guidelines**). For further information, contact your AllU Regional Manager

REVIEW OF POLICY

This policy will be reviewed:

- Annually
- After any incident pertaining to this policy
- As part of continuous improvement

Policy last reviewed	February 2026
Approved by	General Manager
Consultation/Noting	AllU Management Team
Next scheduled review date	February 2027