



PRIVACY POLICY

This Privacy Policy sets out how Queenwood School for Girls ('Queenwood') manages personal information provided to or collected by it. Queenwood is bound by the Australian Privacy Principles contained in the *Privacy Act 1988 (Cth)* ('Privacy Act'). In relation to health records, Queenwood is also bound by the New South Wales Health Privacy Principles which are contained in the *Health Records and Information Privacy Act 2002 (Health Records Act)*.

What personal information does Queenwood collect and how does Queenwood collect it?

Queenwood collects and holds information about:

- parents and/or guardians ('Parents') and pupils before, during and after the course of a pupil's enrolment at Queenwood;
- job applicants, staff members, volunteers and contractors; and
- other people who come into contact with Queenwood.

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

Personal information provided by other people: In some circumstances Queenwood 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: The Australian Privacy Principles and Health Privacy Principles do not apply to an employee record. As a result, this Privacy Policy does not apply to Queenwood's treatment of an employee record, where the treatment is directly related to a current or former employment relationship between Queenwood and employee.

How will Queenwood use the personal information you provide?

Queenwood will use personal information it collects from you for the primary purpose of collection, and for secondary purposes that are related to the primary purpose of collection and reasonably expected by you, or to which you have consented.

Pupils and Parents: In relation to personal information of pupils and Parents, Queenwood's primary purpose of collection is to enable Queenwood to provide schooling for the pupil. This includes satisfying the needs of Parents, the needs of the pupil and the needs of Queenwood throughout the whole period the pupil is enrolled at Queenwood.

The purposes for which Queenwood uses personal information of pupils and Parents include (but are not limited to):

- keeping Parents informed about matters related to their child's schooling (but are not limited to);
- day-to-day administration of Queenwood;
- looking after pupils' educational, social and medical wellbeing;
- seeking donations and marketing for Queenwood; and
- satisfying Queenwood's legal obligations.

In some cases Queenwood may not be able to enrol or continue the enrolment of the pupil or permit the pupil to take part in a particular activity unless information about a pupil or Parent is provided.

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

The purposes for which Queenwood uses personal information of job applicants, staff members and contractors include (but are not limited to):

- managing the individual's employment or contract;
- managing or obtaining insurance;
- marketing for Queenwood; and
- satisfying Queenwood's legal obligations.

Volunteers: Queenwood collects and holds personal information about volunteers who assist Queenwood in its functions or conduct associated activities, to enable Queenwood and the volunteers to discharge their legal duties.

Marketing and fundraising: Marketing and fundraising are important to the growth and development of Queenwood. Personal information held by Queenwood may be disclosed only with prior consent to organisations that assist in Queenwood's fundraising.

Parents, staff, contractors and other members of the wider Queenwood community may from time to time receive fundraising information. Queenwood publications, like newsletters and magazines, which include personal information, may be used for marketing purposes.

How might Queenwood disclose or store your information?

Queenwood may disclose personal information, including sensitive information to:

- another school;
- government departments;
- medical practitioners;
- people providing services to Queenwood, including specialist visiting teachers, counsellors, volunteers and sports coaches;
- anyone to whom you authorise Queenwood to disclose information; and
- anyone to whom we are required by law to disclose the information.

Sending and storing information overseas: Queenwood may disclose personal information about an individual to overseas recipients, for instance, to facilitate a school exchange. However, Queenwood 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); or
- otherwise complying with the Australian Privacy Principles or other applicable privacy legislation

Queenwood may store personal information on servers which are situated outside Australia.

How does Queenwood treat sensitive information?

‘Sensitive information’ means:

- personal information relating to a person’s racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, philosophical beliefs, sexual orientation or practices or criminal record;
- health information and biometric information about an individual.

Queenwood only collects sensitive information about a person with their consent, or where it is required by law or necessary to prevent serious, imminent harm to that person and they cannot provide consent.

Management and security of personal information

Queenwood’s staff are required to respect the confidentiality of pupils’ and Parents’ personal information and the privacy of individuals.

Queenwood has in place measures to protect the personal information it 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.

Access and correction of personal information

Under the *Commonwealth Privacy Act* and the *Health Records Act*, an individual has the right to obtain access to any personal information which Queenwood holds about them and to advise Queenwood of any perceived inaccuracy. Pupils will generally be able to access and update their personal information through their Parents, but pupils 16 years and older may seek access and correction themselves.

There are some exceptions to these rights set out in the applicable legislation.

To make a request to access or update any personal information Queenwood holds about you or your child, please contact the Principal in writing. Queenwood may require you to verify your identity and specify what information you require. Queenwood may charge a fee to cover the cost of verifying your application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, Queenwood will advise the likely cost in advance. If we cannot provide you with access to that information, we will provide you with written notice explaining the reasons for refusal.

Consent and rights of access to the personal information of pupils

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

As mentioned above, Parents may seek access to personal information held by Queenwood about them or their child by contacting the Principal. However, 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 Queenwood's duty of care to the pupil.

Enquiries and complaints

If you would like further information about the way Queenwood manages the personal information it holds, or wish to complain that you believe that Queenwood has breached the Australian Privacy Principles please contact the Principal. The Principal or her delegate will investigate any complaint and will notify you of the outcome as soon as practicable.