

Privacy Policy

1. Purpose

This policy outlines the circumstances and manner in which SCECGS Redlands Limited (Redlands) collects, uses and manages personal information. Redlands is committed to not only complying with current privacy legislation but also working to adapt to changes in privacy laws to enhance the protection of personal information.

2. Policy Statement

- 2.1 Redlands is committed to protecting the rights of individuals to control access to their personal information and to comply with the relevant commonwealth and state privacy legislation.
- 2.2 The Australian Privacy Principles (APPs) contained within the *Privacy Act 1988* (Cth) (Privacy Act) sets minimum standards to which Redlands must adhere regarding how it collects, secures, stores, uses, corrects, discloses and provides access to personal and sensitive information.
- 2.3 Redlands is also bound by the New South Wales Health Privacy Principles which are contained in the *Health Records and Information Privacy Act 2002*. These principles inform the privacy protocols around the collection, use and disclosure of an individual's health information.
- 2.4 Redlands will comply with the requirements of the above. Redlands also has legal obligations to disclose information in specific circumstances, including in accordance with the relevant Education Acts, public health laws and the *Children and Young Persons (Care and Protection) Act 1998* (NSW).

3. Definitions

- 3.1 **Child** means an individual under 18 years old.
- 3.2 **Consent** means express consent or implied consent.
- 3.3 **Data breach** occurs when personal information is subjected to unauthorised access or disclosure, or where the information is lost, and unauthorised access or disclosure is likely to occur.
- 3.4 **Eligible Data Breach** is a data breach that is likely to cause serious harm to any of the individuals to whom the information relates (which is not able to be prevented by remedial action). Whether a data breach is likely to result in serious harm requires an objective assessment, from the viewpoint of a reasonable person in the School's position.
- 3.5 **Health information** includes:
 - a) information about the health or disability of an individual, the expressed wishes about an individual's future provision of health services or a health service provided, or to be provided, to an individual, that is also personal information
 - b) other personal information collected to provide, or in providing, a health service to an individual.
- 3.6 **OAIC** is the Office of the Australian Information Commissioner.
- 3.7 **Parent** includes guardians and caregivers of Redlands students.

- 3.8 **Personal information** is information or an opinion about an identified individual, or an individual who is reasonably identifiable:
- a) whether the information or opinion is true or not; and
 - b) whether the information or opinion is recorded in material form or not.
- 3.9 **Privacy Officer** is the School's nominated first point of contact for privacy-related matters, providing oversight of Redlands' compliance with the various privacy legislative and reporting requirements and its internal Privacy Policy and Procedures.
- 3.10 **Privacy Principles** means the APPs and the New South Wales Health Privacy Principles.
- 3.11 **Records** include documents, databases, photographs, and other pictorial representations. However, it does not include a generally available publication, or anything kept in a library, art gallery or museum for the purposes of reference, study, or exhibition.
- 3.12 **Sensitive Information** means:
- a) information or an opinion about an individual's:
 - (i) racial or ethnic origin
 - (ii) political opinions
 - (iii) membership of a political association
 - (iv) religious beliefs or affiliations
 - (v) philosophical beliefs
 - (vi) membership of a professional or trade association
 - (vii) membership of a trade union
 - (viii) sexual orientation or practices
 - (ix) criminal recordthat is also personal information
 - b) health information about an individual
 - c) genetic information about an individual that is not otherwise health information
 - d) biometric information that is to be used for the purpose of automated biometric verification or biometric identification
 - e) biometric templates.

4. Methodology and type of personal information collected

- 4.1 Redlands collects information from students, parents, prospective parents, job applicants, staff, volunteers and others. Redlands may collect and hold information including (but not limited to) personal information about:
- name, surname and contact details
 - ID documents and date of birth
 - nationality, location and language
 - family details and siblings
 - safeguarding information (such as court orders, medical and professional support services)

- education and employment information, including behavioural, conduct and complaint information
 - images, audio and video recordings, including CCTV footage
 - financial and bank information
 - educational centres previously attended and academic records
 - health status, health fund or provision of health care to an individual
 - special or additional needs
 - past and current employment including criminal records, references, and/or records linked to a third party (e.g., Child Protection, Police, WWC)
 - biometric data, online and government related identifiers and location data
 - ethnicity
 - religion or ideology, including political opinions and associations
 - sexual orientation or practices.
- 4.2 Redlands collects personal information directly when it is reasonable and practical to do so. Personal information is collected from individuals through standardised forms, emails, phone calls, meetings, educational platforms, apps and other software used by the School as well as through authorised surveillance activities such as the use of CCTV security cameras. Redlands may also obtain personal information from others and independent sources such as medical/health professionals, directories, previous employers, or commercial referrals.
- 4.3 Through the course of providing educational services, the School will also collect personal information including academic reports, class work and assessment documentation.
- 4.4 If the School receives unsolicited personal information, Redlands will take steps to de-identify or destroy the information if lawful and reasonable to do so, unless the School determines it is reasonably necessary for one or more of its activities and functions and could have been collected by normal means.
- 4.5 **EXCEPTION:** Under the Privacy Act and the *Health Records and Information Privacy Act 2002* (NSW), the Privacy Principles do not apply to an employee's record. Therefore, this policy does not apply to the School's treatment of an employee record, where it relates to a current or former employment relationship between Redlands and an employee.

5. Purpose of collecting, holding, using and disclosing personal information

- 5.1 Redlands will not collect personal or sensitive information unless the information is reasonably necessary for one or more of its activities or functions, and will use and disclose information for the purpose it was collected (unless an exception applies). The collection of personal information will also be conducted in a manner that is lawful and fair.
- 5.2 **Students and Parents/Carers**
- Redlands collects, holds, uses, and discloses personal information, including sensitive information, of students and their parents/carers for the primary purpose of enabling Redlands to provide schooling, pastoral care, extra-curricular and health services for its students, including fulfilling its duty of care to them and investigating and responding to child protection matters. This includes satisfying the needs of parents, the needs of the student and the needs of the School throughout the time that the student is enrolled at Redlands.

5.2.1 In addition to the above, Redlands also uses information for secondary purposes (as related to the primary purpose and as reasonably expected or to which the individual has consented) including:

- a) keeping parents/carers informed about matters related to their child's schooling and School activities through correspondence, reports, emails, newsletters, magazines, and the internet such as the school website and social media
- b) the day to day administration of the School, including for insurance purposes, and to improve Redlands' operations
- c) looking after the students' educational, social, spiritual and medical wellbeing, and handling any complaints
- d) seeking donations for the School and/or any other marketing/fundraising activities related to Redlands
- e) satisfying Redlands' legal obligations and enabling the School to discharge its duty of care, for example, in relation to Child Protection (including by investigating and responding to reportable allegations or other child protection matters)
- f) maintaining contact with former students and supporters, including through the Redlands Foundation.

We may also collect information (other than sensitive information) from, and disclose information to, a related body corporate.

5.3 Job Applicants and Contractors

Redlands collects, holds, and uses and may, on occasion, have need to disclose personal information of job applicants, staff members and contractors for the primary purpose of assessing and (if successful) engaging the applicant or contractor, as the case may be.

5.3.1 The related purposes for which Redlands uses the personal information of job applicants or contractors include:

- a) in administering the applicant's or contractor's employment or contract
- b) for insurance purposes
- c) seeking donations and marketing for the School
- d) to satisfy Redlands' legal obligations, for example, in relation to Child Protection and Work Health and Safety.

5.4 Volunteers

Personal information about volunteers who assist the School in its functions or conduct associated activities is used:

- a) to contact volunteers, to administering the volunteer role and allow volunteers and the School to work together
- b) for insurance purpose
- c) to satisfy Redlands' legal obligations, for example, in relation to Child Protection and Work Health and Safety.

5.5 Marketing and Fundraising

Redlands treats marketing and seeking donations for the future growth and development of the School as an important part of ensuring that Redlands continues to provide a quality learning environment in which both students and staff thrive. Personal information held by

Redlands may be used for marketing and fundraising and may be disclosed to organisations that assist in the School's marketing and fundraising activities.

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

5.5.2 Redlands retains limited personal information about past students and staff in the School's archives, which may be used for the purposes described above and for historical purposes, including future reference, study, or exhibition.

5.6 **Suppliers and Service Providers**

Redlands may collect personal information from suppliers and service providers including contact details, bank account information and other information that is relevant to the provision of supplies or services to the School.

6. Need to advise

6.1 Before information is collected or as soon as practicable after collection (in accordance with the Privacy Principles, including APP 5), Redlands will take steps as are reasonable in the circumstances to ensure the individual to whom the information relates is aware of the following:

- a) the identity of the School and contact details
- b) the purposes for which the information is being collected
- c) the intended recipients of the information
- d) whether the supply of the information by the individual is required or authorised by law or any court or tribunal, including the name of the law, court or tribunal
- e) any consequences for the individual if the information is not provided or partly not provided
- f) the existence of this policy and that it contains information about how the individual may access and correct the personal information and make a complaint of any breach of the Privacy Principles
- g) if the information is collected from someone other than the individual (or if the individual may not be aware the School has collected the personal information), the fact that the School has collected the information and the circumstances of collection
- h) whether Redlands is likely to disclose personal information to overseas recipients and, if so, in which countries such recipients are likely to be located.

7. Disclosure of personal information

7.1 Redlands may disclose personal information, including sensitive information, held about an individual for the purposes it was collected (or for related purposes) to:

- a) another school
- b) government departments
- c) medical practitioners
- d) people providing services to Redlands, including specialist visiting teachers, counsellors, contractors, the Uniform Shop, school photographers and sports coaches
- e) recipients of School publications like newsletters and magazines
- f) parents/carers

- g) third party service providers e.g., data service providers (including potentially overseas) conditional on the provider being an APP entity or the provision of third-party privacy agreements, or if overseas, a law or binding scheme applies to protect personal information in a way that, overall, is at least substantially similar to the way in which the APPs protect information
 - h) anyone else authorised by the person from whom the information was collected or to whom the information relates
 - i) anyone to whom by law Redlands is required to disclose the information and to the School's affiliated memberships e.g., NSW Association of Independent Schools.
- 7.2 Sending Personal Information overseas: Redlands may disclose personal information about an employee, parent or student to overseas recipients, for instance, to facilitate a school trip (e.g. to Japan, Cambodia, New Zealand, USA, UK or Europe) or exchange or for employment purposes (including for data storage in the UK or the USA). However, Redlands will not send personal information about an individual outside Australia without:
- a) obtaining the consent of the individual (unless otherwise required or authorised by law);
 - b) otherwise complying with the Privacy Principles; or
 - c) in the case of third party service providers (e.g., personal information stored in the "cloud" where servers may be located in other countries), ensuring the provider complies with (or protects personal information in a way that is substantially similar to) the Privacy Principles.
- 7.3 If a student is an international student or a student's parent/carer lives overseas, the School may send personal information of that student to a parent/carer of the student in the country where the student or that parent/carer resides.

8. Your Rights To Your Personal Information

- 8.1 Under the Privacy Act, an individual has the right to:
- a) request access to the individual's personal information held by the School
 - b) request the individual's personal information be corrected if it is inaccurate, out of date, incomplete, irrelevant or misleading
 - c) seek redress, either through the OAIC or the Courts (as applicable) for misuse of the individual's personal information including for serious invasions of privacy (other than where this is outweighed by a countervailing public interest).

In accordance with the Child Safe Standards, the best interests of children are paramount. As such, Redlands considers the protection of children to be a public interest that may potentially outweigh an individual's right to privacy.

- 8.2 Redlands will take such steps (if any) as are reasonable in the circumstances and having regard to the purpose for which it is collected, to ensure that personal information held is accurate, up to date, complete, relevant, and not misleading.
- 8.2.1 To make a request to accessor amend any personal information which the School holds, a request in writing should be sent to:

The Principal
Redlands
272 Military Road, Cremorne NSW 2090
Principal@redlands.nsw.edu.au

- 8.2.2 Redlands may require verification of identity and specific details about what information is required. If the information sought is extensive, Redlands may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested. In those circumstances the School may advise an indicative cost in advance; however, this fee is subject to change as the complexity and timeliness of the task becomes more evident.
- 8.3 If Redlands cannot provide the applicant with access to the information requested or the School declines to amend the information, a written notice explaining the reasons for declining the request will be provided.
- 8.4 Access to personal information will not be provided where an exception under the Privacy Act applies, which may include cases where:
- Access would pose a serious or imminent threat to the life or health of an individual.
 - Access would have an unreasonable impact on the privacy of other individuals.
 - Providing access is likely to prejudice the prevention, detection, investigation, prosecution or punishment of an unlawful activity, the activities of a law enforcement agency, or legal proceedings.
 - The request is frivolous or vexatious.
 - The information relates to existing or anticipated legal proceedings between the parties, and the information would not be accessible through legal procedures.
 - The provision of access would be unlawful.

9. Consent and rights of access to the personal information of students

- 9.1 Redlands respects parents' rights to make decisions concerning their child's education, subject to any court orders.
- 9.2 Normally, Redlands will refer any requests for consent and notices in relation to the personal information of a student to the students' parents and 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.
- 9.3 However, Redlands may, at its discretion, on the request of a student grant that student access to information held by the School 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 or the student's personal circumstances so warrant.

10. Treatment of sensitive information

- 10.1 Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless the person from whom the information was collected has agreed otherwise, or the use or disclosure is required by law.

11. Management and security of sensitive information

- 11.1 Redlands' procedures are embedded with directives as to how and when personal and sensitive information is managed, released, and secured.
- 11.2 Staff members are required to respect the confidentiality of students' and parents' personal information and the privacy of individuals in accordance with this policy and relevant procedures.

- 11.3 Redlands has in place steps to protect the personal information the School holds from misuse, loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records.

12. Data Breaches

- 12.1 The Privacy Act requires Redlands to respond to certain data breaches (defined as 'Eligible Data Breaches') by preparing a statement for the OAIC and notifying particular individuals (those whose personal information is involved in the data breach). The statement and notification must include the details required by the Privacy Act, such as contact details for the School, a description of the Eligible Data Breach the School has reasonable grounds to believe has happened (and the kinds of information concerned), and recommendations about the steps individuals should take in response to the breach. There may be some exceptions to this requirement to notify, particularly where another entity involved in the Eligible Data Breach has already notified.

Examples of a data breach are:

- a) loss of a teacher's laptop, USB or paper records that contains personal information held by the School (e.g., left on a bus, at a coffee shop or stolen, etc.)
 - b) a staff member accidentally disclosing personal information to the wrong recipient (e.g., sending correspondence to the wrong parent, etc.)
 - c) unlawful hacking into the School's email accounts, software or databases containing personal information
 - d) inappropriate or fraudulent use of a database containing personal information.
- 12.2 Not all data breaches are Eligible Data Breaches e.g., if Redlands acts quickly to remediate the data breach, and, as a result of this action the data breach is not likely to result in serious harm, there is no requirement to notify any individuals or the OAIC.
- 12.3 Redlands has a "Data Breach Preparation and Response Plan". This Plan has been developed to enable Redlands to:
- a) identify, contain, escalate, assess and respond to data breaches in a timely manner
 - b) proactively help mitigate potential harm to affected individuals
 - c) document the processes and data breach responses
 - d) identify the staff roles and responsibilities in the event of a data breach and points of contact
 - e) identify the staff responsible for managing the data breach response.
- 12.4 The Plan is covering all areas of School operations and is overseen by the Privacy Officer and the School Executive.

13. Usage data

Redlands may also collect information on how its services are accessed and used ("Usage Data"). This Usage Data may include information such as the accessing device's Internet Protocol address (e.g., IP address), browser type, browser version, the pages of its services visited, the time and date of the visit, the time spent on those pages, unique device identifiers and other diagnostic data.

Redlands uses cookies and similar tracking technologies to track the activity on its websites and holds certain information. Cookies are files with a small amount of data which may include an anonymous unique identifier. Cookies are sent to an accessing device's browser from a website and stored on the device. Browsing historical information collected via cookies is generally not, on its own, subject to the

Privacy Act. Tracking technologies also used are beacons, tags, and scripts to collect and track information and to improve and analyse the School's services.

An individual may instruct their browser to refuse all cookies or to indicate when a cookie is being sent. However, if the individual does not accept essential cookies, the individual may not be able to use some portions of the School's services.

Examples of cookies the School may use are:

- Session Cookies
- Preference Cookies
- Security Cookies.

14. Enquiries or complaints regarding privacy

- 14.1 For further information about the way Redlands manages the personal information it holds or if an individual has any concerns about the way the School has handled personal information, please contact the School's Privacy Officer privacy@redlands.nsw.edu.au. The Privacy Officer will take reasonable steps necessary in the circumstances to investigate and/or resolve the complaint.
- 14.2 If an individual is not satisfied with the response from Redlands, the individual may also make a complaint to the OAIC.

15. Related Legislation

Children and Young Persons (Care and Protection) Act 1998 (NSW)
Education Act 1990 (NSW)
Health Records and Information Privacy Act 2002 (NSW)
Privacy Act 1988 (Cth), which contains the Australian Privacy Principles

16. Policy Review and Evaluation

This policy will be reviewed as part of the School's three-year review cycle or earlier if legislative, regulatory or operational circumstances render it appropriate. This review should evaluate the effectiveness of the policy, ensure that it continually meets current legislative and regulatory compliance, and provides an opportunity for risk management and continuous improvement. A notice will be issued to the Redlands Community to inform and update them on any changes to the policy and/or related procedures/guidelines.

Policy Owner:	Privacy Officer
Policy Authoriser:	Principal
Approval Date:	July 2025
Version:	v5.0
Next Review:	July 2028

17. Version History

Revision History:	Description of change
v1.0	Original version September 2019
v2.0	Minor wording changes; updated onto new Redlands branding
v3.0	Added “and through authorised surveillance activities such as the use of CCTV security cameras” in Section 4.2; updated hyperlink in Section 2.3; added Policy Owner/Authoriser box in Section 14; added Section 15; minor wording changes
v4.0	Minor Updates
v5.0	Incorporate <i>Privacy and Other Legislation Amendment Act 2024</i>