

# Privacy Policy

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## Rationale

The purpose of this Policy is to ensure that in the course of Wenona's activities, we manage and protect personal information in accordance with the Privacy Act 1988 (Cth) (**Privacy Act**) and the 13 Australian Privacy Principles (APPs).

## Scope of policy

This Policy outlines the circumstances in which Wenona School ("the School") obtains personal information, how it uses that information and how it manages requests to access and/or change that information.

This Policy applies to all staff, volunteers and contractors of Wenona and its related bodies.

## What is personal information and how do we collect it?

Personal information is information or an opinion about an individual from which they can be reasonably identified. Depending on the circumstances, we may collect personal information from the individual in their capacity as a student, contractor, volunteer, stakeholder, job applicant or in some other capacity.

In the course of providing educational services and recruitment of staff, we may collect and hold:

- **Personal Information** including names, addresses and other contact details; dates of birth; and financial information.
- **Sensitive Information** including government identifiers (such as TFN), nationality, country of birth, professional memberships, family court orders and criminal records.
- **Health Information** (particularly in relation to student records) including medical records, disabilities, immunisation details and psychological reports.

Generally, we will seek consent from the individual in writing before we collect their sensitive information, including health information. Refer to our *Standard Collection of Information Notice*.

## Collection of personal information

The School 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.

### Solicited Information

The School has, where possible, attempted to standardise the collection of personal information by using specifically designed forms (eg. our Application Form). However, given the nature of our operations we often also receive personal information by email, letters, notes, via our website, over the telephone, in face-to-face meetings and through financial transactions.

We may also collect personal information from other people (eg. a medical professional, referees for prospective employees) or independent sources. However, we will only do so where it is not reasonable and practical to collect the personal information from the individual directly.

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## Unsolicited information

The School may be provided with personal information without having sought it through our normal means of collection. This is known as “unsolicited information” and is often collected by:

- Misdirected postal mail – Letters, Notes, Documents
- Misdirected electronic mail – Emails, electronic messages
- Employment applications sent to us that are not in response to an advertised vacancy
- Additional information provided to us which was not requested.

Unsolicited information obtained by the School will only be held, used and or disclosed if it is considered as personal information that could have been collected by normal means. If that unsolicited information could not have been collected by normal means then we will destroy, permanently delete or de-identify the personal information as appropriate.

## Collection and use of sensitive information

We only collect sensitive information if it is:

- reasonably necessary for one or more of these functions or activities, and we have the individuals consent
- necessary to lessen or prevent a serious threat to life, health or safety
- another permitted health situation.

## Exception in relation to employee records

Under the Privacy Act and Health Records and Information Privacy Act 2002 (NSW), 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 the School's treatment of an employee record, where the treatment is directly related to a current or former employment relationship between the School and employee.

## How do we use Personal Information?

The School 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.

## Students and Parents

The School's primary uses of personal information of students and parents include, but are not limited to:

- providing education, pastoral care, extra-curricular and health services
- satisfying our legal obligations including our duty of care and child protection obligations
- keeping parents informed as to school community matters through correspondence, newsletters and magazines
- marketing, promotional and fundraising activities
- supporting the activities of School associations such as Wenonians Incorporated (Alumnae Association) and Wenona Parents Association
- supporting the activities of the Wenona Foundation
- supporting community based causes and activities, charities and other causes in connection with the School's functions or activities
- helping the School to improve our day-to-day operations including training our staff
- systems development; developing new programs and services; undertaking planning, research and statistical analysis

- school administration including for insurance purposes
- the employment of staff
- the engagement of volunteers.

The School will only use or disclose sensitive or health information for a secondary purpose if you would reasonably expect us to use or disclose the information and the secondary purpose is directly related to the primary purpose.

The School may disclose information about an individual to overseas recipients only when it is necessary, for example to facilitate a student exchange program. The School will not however send information about an individual outside of Australia without their consent.

### **Staff, Job Applicants, Volunteers and Contractors**

In relation to personal information of job applicants, staff members and contractors, the School'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 School uses the personal information of job applicants, staff members and contractors include:

- administering the individual's employment or contract, as the case may be
- insurance purposes
- seeking donations and marketing for the School, and
- to satisfy the School's legal obligations, for example, in relation to Child Protection legislation.

### **Storage and Security of Personal Information**

The School stores personal information in a variety of formats including, but not limited to:

- databases
- hard copy files
- personal devices, including laptop computers
- third party storage providers such as cloud storage facilities
- paper based files.

The School takes all reasonable steps to protect the personal information we hold from misuse, loss, unauthorised access, modification or disclosure.

These steps include, but are not limited to:

- Restricting access and user privilege of information by staff depending on their role and responsibilities.
- Ensuring staff do not share personal passwords.
- Ensuring hard copy files are stored in lockable filing cabinets in lockable rooms. Staff access is subject to user privilege.
- Ensuring access to Wenona's premises are secured at all times.
- Ensuring our IT and cyber security systems, policies and procedures are implemented and up to date.
- Ensuring staff comply with internal policies and procedures when handling the information.
- Undertaking due diligence with respect to third party service providers who may have access to personal information, including customer identification providers and cloud service providers, to ensure as far as practicable that they are compliant with the Australian Privacy Principles.

- The destruction, deletion or de-identification of personal information we hold that is no longer needed, or required to be retained by any other laws.

## Responding to Data Breaches

The School will take appropriate, prompt action if we have reasonable grounds to believe that a data breach may have, or is suspected to have occurred. Depending on the type of data breach, this may include a review of our internal security procedures, taking remedial internal action, notifying affected individuals and the Office of the Australian Information Commissioner (OAIC).

If the School is unable to notify individuals, we will publish a statement on our website and take reasonable steps to publicise the contents of this statement.

## Disclosure of Personal Information

Personal information is used for the purposes for which it was given to Wenona, or for purposes which are directly related to one or more of our functions or activities.

Personal information may be disclosed to government agencies, related entities and other recipients from time to time, if the individual:

- Has given consent; or
- Would reasonably expect the personal information to be disclosed in that manner.

The School may disclose personal information, including sensitive information, held about an individual to:

- another school
- government departments
- medical practitioners
- people providing services to the School, including specialist visiting teachers, counsellors and sports coaches
- recipients of School publications, such as newsletters and magazines
- parents
- anyone you authorise the School to disclose information to, and
- anyone to whom we are required to disclose the information to by law.

## Disclosure of your Personal Information to Overseas Recipients

Personal information about an individual may be disclosed to an overseas organisation in the course of providing our services, for example when storing information with a “cloud service provider” which stores data outside of Australia.

We will however take all reasonable steps not to disclose an individual’s personal information to overseas recipients unless:

- we have the individual’s consent (which may be implied);
- we have satisfied ourselves that the overseas recipient is compliant with the Australian Privacy Principles, or a similar privacy regime;
- we form the opinion that the disclosure will lessen or prevent a serious threat to the life, health or safety of an individual or to public safety; or
- we are taking appropriate action in relation to suspected unlawful activity or serious misconduct.

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## Quality of Personal Information

The School takes all reasonable steps to ensure the personal information we hold, use and disclose is accurate, complete and up-to-date, including at the time of using or disclosing the information.

If the School becomes aware that the personal information is incorrect or out of date, we will take reasonable steps to rectify the incorrect or out of date information.

## Access and Correction of Personal Information

Individuals may submit a request to the Principal to access the personal information we hold, or request that we change the personal information. Upon receiving such a request, we will take steps to verify the individual's identity before granting access or correcting the information. The School may charge a fee to cover the cost of verifying your application and locating, retrieving, reviewing and copying any material requested.

Generally, the School will refer any requests for consent and notices in relation to the personal information of a student to the student's parents. The School 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 School 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 and/or the student's personal circumstances so warranted.

If we reject the request, you will be notified accordingly. Where appropriate, we will provide the reason/s for our decision. If the rejection relates to a request to change personal information, an individual may make a statement about the requested change and we will attach this to their record.

## Complaints

An individual can make a complaint about how Wenona manages personal information by notifying us in writing as soon as possible. We will respond to the complaint within a reasonable time (usually no longer than 30 days), and we seek further information in order to provide a full and complete response. The School does not charge a fee for the handling of complaints.

If the individual is not satisfied with our response, they may refer the complaint to the OAIC. A complaint can be made using the OAIC online Privacy Complaint Form or by mail, fax or email.

A referral to OAIC should be a last resort once all other avenues of resolution have been exhausted.

## How to Contact Us

The School can be contacted about this Privacy Policy or about personal information generally: by email [principal@wenona.nsw.edu.au](mailto:principal@wenona.nsw.edu.au); telephone: 02 9955 3000; or by writing to the Principal at 176 Walker Street, North Sydney NSW 2060

If practical, you can contact us anonymously (ie. without identifying yourself) or by using a pseudonym. However, if you choose not to identify yourself, we may not be able to give you the information, or provide the assistance you might otherwise receive if it is not practical to do so.

## Changes to our Privacy and Information Handling Practices

This Privacy Policy is subject to change at any time. Please check our Privacy Policy on our website for any changes. [www.wenona.nsw.edu.au](http://www.wenona.nsw.edu.au).