



Privacy Policy

Lakeside College

Review Date: June 2024

Next Review: June 2027

Introduction

Current version:	3.0
Applicable for:	All members of the Lakeside College community

Rationale

Lakeside College is committed to protecting the privacy of personal information which Lakeside College collects, holds and administers and to compliance with applicable privacy laws and standards. Personal information is information which directly or indirectly identifies a person.

The purpose of this document is to provide a framework for Lakeside College in dealing with privacy considerations. This policy outlines how Lakeside College will use and manage personal information provided to or collected by it.

It further aims to collect, handle, use, store and disclose personal and health information of staff and students in a manner compliant with the Health Records Act 2001 and the Privacy Act 1988 & the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the Privacy Amendment (Notifiable Data Breaches) Act 2017.

Implementation

Lakeside College collects and administers a range of personal information for the purpose of supporting the community to deliver education to our community in keeping with our aims. Lakeside College is committed to protecting the privacy of personal information it collects, holds and administers.

Lakeside College recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand and made accessible to them on the other. These privacy values are reflected in and supported by our core values and philosophies and also reflected in our Privacy Policy, which is compliant with the Privacy Act 1988 (Cth).

Lakeside College will fulfil its obligations under the Commonwealth Privacy (Private Sector) Act 1988 (“the Privacy Act”) including the Amendment (Enhancing Privacy Protection) Act 2012 and the Privacy Amendment (Notifiable Date Breaches) Act 2017 by complying with the Australian Privacy Principles.

Lakeside College has adopted the following principles contained as minimum standards in relation to handling personal information.

Lakeside College will:

- Collect only information which Lakeside College requires for its primary function;
- Ensure that parents are informed as to why we collect the information and how we administer the information gathered;
- Use and disclose personal information only for our primary functions or a directly related

- purpose, or for another purpose with the person's consent;
- Store personal information securely, protecting it from unauthorised access;
- Provide parents with access to their own information, and the right to seek its correction; and
- Respond appropriately to a data breach event, including notification of an eligible data breach to the Office of the Australian Information Commission and affected individuals.

What kind of personal information does Lakeside College collect and how is it collected?

The type of information Lakeside College collects and holds includes (but is not limited to) personal information, including sensitive information, about:

- Staff members, job applicants, volunteers and contractors;
- Students and parents/carers ('parents) during and after the course of a student's enrolment at Lakeside College school; and
- Other people who come into contact with Lakeside College.

Personal information you provide

Lakeside College will generally collect personal information held about an individual by way of written communications, emails, face-to-face meetings and interviews, and telephone calls.

Personal information provided by other people

In some circumstances Lakeside College may be provided with personal information about an individual from a third party, for example a report or reference.

Exception in relation to employee records:

Under the Privacy Act, the National Privacy Principles do not apply to an employee record. As a result, this Privacy Policy does not apply to Lakeside College's treatment of an employee record, where the treatment is directly related to a current or former employment relationship between Lakeside College and an employee.

Photographs:

Lakeside College will take photographs of staff, students and other community members during Lakeside College school activities for internal use and marketing. At any point, any member of the Lakeside College community may request for their image or their child's image not to be used for this purpose.

How will Lakeside College use the personal information you provide?

Lakeside College 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, or to which you have consented.

Job applicants, staff members and contractors:

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

- Assessing the suitability for employment;
- Administering the individual's employment or contract, as the case may be;
- For insurance purposes, such as public liability or WorkCover;
- Satisfying Lakeside College's legal obligations; and
- Investigating incidents or defending legal claims about Lakeside College, its services or staff.

Students and Parents:

In relation to personal information of students and parents, Lakeside College's primary purpose of collection is to enable Lakeside College to provide support and oversight for students.

The purposes for which Lakeside College uses personal information of students and parents include:

- To satisfy Lakeside College's oversight obligations to Lakeside College schools and their staff, parents and students;
- Celebrating the efforts and achievements of staff and students;
- Marketing and communication for Lakeside College;
- To support Lakeside College schools in meeting their legislative and duty of care obligations;
- To satisfy Lakeside College's legal obligations; and

To allow Lakeside College to discharge its duty of care.

Volunteers:

Lakeside College also obtains personal information about volunteers who assist Lakeside College in its functions.

Communication and Marketing:

Staff, contractors, volunteers, parents, and other members of the wider Lakeside College community may from time to time receive publications which include personal information, for communication and marketing purposes.

Who might Lakeside College disclose personal information to?

Lakeside College may disclose personal information, including sensitive information, held about an individual to:

- Government departments;
- Other schools, in keeping with Education Department guidelines;
- People providing services to Lakeside College, including specialist consultants;
- Recipients of Lakeside College publications, like newsletters; and
- Anyone you authorise Lakeside College to disclose information to.

Sending information overseas:

We will, on occasion, disclose personal information to overseas recipients. The situations in which we may disclose personal information overseas include:

- The publication on the internet of material which may contain personal information, such as reports and other documents or photographs.
- The provision of personal information to recipients using a web-based emails account where data is stored on an overseas server.
- The use of online or 'cloud' service providers, such as Google Drive to store personal information and to provide services that involve the use of personal information, such as services relating to email. Some limited personal information may also be provided to these service providers to enable them to authenticate users that access their services. This personal information may be stored in the 'cloud' which means that it may reside on a cloud service provider's servers which may be situated outside Australia.

Apart from these situations Lakeside College will not send personal information about an individual outside Australia without obtaining the consent of the individual or otherwise complying with the National Privacy Principles.

How does Lakeside College treat sensitive information?

In referring to 'sensitive information', Lakeside College means: information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences or criminal record that is also personal information; and

health information about an individual.

Lakeside College will not normally collect sensitive information about individuals. Sensitive information will only be collected where necessary and will only be used for the primary purpose for which it was provided unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

How does Lakeside College treat personal information?

Personal information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the personal information is allowed by law.

Lakeside College can disclose personal information for another purpose when:

- The person consents;
- It is necessary to lessen or prevent serious or imminent threat to life, health or safety; or
- It is required by law or for law enforcement purposes.

Management and Security of Personal Information

Lakeside College staff are required to respect the confidentiality of staffs', students' and Parents' personal information and the privacy of individuals.

Lakeside College has in place steps to protect the personal information Lakeside College holds from misuse, loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and password-controlled access rights to computerised records.

Updating Personal Information

Lakeside College endeavours to ensure that the personal information it holds is accurate, complete and current. A person may seek to update their personal information held by Lakeside College by contacting the Privacy Officer at any time.

Requests to Access Personal Information

Under the Privacy Act, a person has the right to obtain access to any personal information which Lakeside College holds about them, and to advise Lakeside College of any perceived inaccuracy. There are some exceptions to this right, as set out in the Privacy Act.

Requests to access any information Lakeside College holds must be in writing and addressed to the College Principal.

Lakeside College may require verification of identity and specific details of the information required.

Depending on the extent of the information required, Lakeside College may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any information requested. If the information sought is extensive, Lakeside College will advise the likely cost in advance.

Online Information

The Lakeside College web server will keep a record of all visits to the Lakeside College website (www.lakeside.vic.edu.au) and will log information on users' online experience for statistical purposes only. Information collected does not identify individual users, but does identify the computer used to access the site, including:

- Visitor server IP addresses and domain names;
- The times and dates the site was visited;
- The pages accessed and files downloaded; and
- Visitors' browsers and operating systems.

In the event of an investigation, a law enforcement or government agency may exercise its legal authority to have access to Lakeside College's web server logs.

Cookie

The Lakeside College website uses cookies, which are small text files that are generated by the Lakeside College web server and stored onto the user's computer, to allow recognition of returning users and to register preferences.

A cookie is sent from the Lakeside College web server and automatically placed on the user's computer without notification. Personal preferences or information may be stored in the cookie, which is then sent back to the server on completion of the session. Cookies may be turned off within the user's browser, however, this may make some sections of the Lakeside College website unusable.

Credit Card Details

Lakeside College does not permanently store credit card details.

Enquiries

Requests for further information about the way Lakeside College manages the personal information it holds can be directed to the Business Manager.

Business Manager
Lakeside College
2 Portobello Rd
Pakenham VIC 3810

Email: principal@lakeside.vic.edu.au

Phone: 5941 7544

Complaints

How can you make a complaint?

To make a complaint, contact our Privacy Officer, who will review the issue and try to fix it as soon as possible.

How do we manage complaints?

We will:

- Keep a record of your complaint
- Respond to the complaint within a few days if we can, or tell you if we need more time to look into it
- Keep you updated on what we're doing to fix the problem
- Give our final response within 45 days. If we can't give you a response in this time, we'll get in touch to tell you why and work out a new timeframe with you

What else can you do?

If you're not satisfied with how we manage your complaint after you've been through our internal complaints process, you can contact the Office of the Australian Information Commissioner.

Evaluation

Lakeside College may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to Lakeside College operations and practices, and to make sure it remains appropriate to the changing Lakeside College environment.

This policy will be reviewed every three years, or as required by legislation.