

Privacy Policy Overview for the Canberra Academy of Languages

This privacy policy is based on the Australian Privacy Principles (APP), August 2014, published by the Office of the Australian Information Commissioner, which implement the provisions of the Privacy Act 1998 and subsequent amendments.

For APP details, please refer to https://www.oaic.gov.au/images/documents/privacy/privacy-resources/privacy-fact-sheets/privacy-fact-sheet-17-australian-privacy-principles_2.pdf.

Management of personal information (APP 1)

The Canberra Academy of Languages maintains records to the extent necessary to comply with accreditation requirements of the ACT Board of Senior Secondary Studies (ACT BSSS). These include:

- enrolment records (for example, student and family contact numbers and email addresses and students' school contacts)
- assessment records and evidence of students' work for ACT BSSS moderation and certification processes) and contact information for event organisation and management of prospective enrolments
- records to facilitate learning programs and support for students to participate in the programs, which may include generic online virtual learning portals such as G Suite (an educational cloud storage facility provided by Google Inc, which may use server facilities that reside overseas), formerly known as Google Classroom and subject-specific online learning portals such as Espace Virtuel (<http://espacevirtuel.emdl.fr/>) for learners of French.

As outlined on our organisational website, we communicate regularly with students, families and schools to ensure that students are supported in their learning programs and that our accountability requirements are met, so that students can accomplish and demonstrate authentic learning and so that they gain appropriate recognition for their learning achievements. Students and their families may contact us at any time to update our information and to confirm currency and accuracy of our records.

Anonymity (APP 2)

The Canberra Academy of Languages manages two websites, our organisational website www.cal.act.edu.au and our language resources website www.languages.org.au. These use Google Analytics, a web analytics service provided by Google Inc. (Google). Google Analytics enables analysis on usage of our websites. The information provided by Google to the Canberra Academy of Languages consists of generic information, for example related to the number of visitors to our web pages, and does not include personal data about any individual visitors. There is no requirement for visitors to the websites to identify themselves, so anonymity is automatic in these contexts as far as the Canberra Academy of Languages is concerned. Please refer to Google sources for additional information about this.

The Canberra Academy of Languages websites have links to other websites. When you follow those links, this privacy statement will not apply. Those sites may or may not have their own privacy policies.

We also have a social media presence, which is linked from our organisational website. For more information, see details outlined in relation to APP 6.

When students access virtual learning portals, such as G Suite (see above), students will be individually identifiable by their teachers and our administration personnel, so that they can participate effectively in activities such as formative assessment processes and online forums. This also ensures that we can monitor and support students' participation in offsite components of our learning programs.

Collection of personal information (APP 3)

Information is collected to the extent required for the purposes outlined above in relation to APP 1. During the enrolment process, information is provided to us by students and their families. During program delivery, information is also provided to us by our teachers with whom students are undertaking their learning. Additional information may also be provided to us by students' families or their schools as and when it is necessary to support their learning in the subjects for which they are enrolled with us.

Unsolicited personal information (APP 4)

In the unlikely event that we receive unsolicited personal information, and where we would not normally have received the information as outlined above in relation to APP 3 and are not required by law to retain or act on the information, we will delete or de-identify the information as described in APP 4.3.

Notification of the collection of personal information (APP 5)

Generally, when we collect personal information, individuals will be aware of the content and purpose of the information and will be directly involved as described above in relation to APP 3.

Our use of G Suite as outlined above in relation to APP 1 means that some information, such as names for enrolment in online class groups, is accessible by Google Inc.

Dealing with personal information (APP 6)

We may disclose personal information when individuals or families request or consent to this, or where it is a normal part of our role and functions as outlined in APP 1.

Subject to student/family consent provided through enrolment forms, excursion forms or other communications, we may publish information about student accomplishments and participation by students in our programs, for example through the News page on our organisational website or through our social media pages.

We may disclose sensitive information when this is imperative, as in the case of a medical emergency. This is advised to students and families through the enrolment process and when organising class excursions.

Direct marketing (APP 7)

We do not have any plans to use your personal for direct marketing and we will not disclose your personal information to third parties for their marketing purposes without your consent.

Cross-border disclosure of personal information (APP 8)

Where cross-border disclosure of personal information is anticipated, we will provide advice about this to students and families. In the case of online learning portals, as described in relation to APP 1, this advice is provided through our enrolment form.

Adoption of government-related identifiers (APP 9)

In accord with our role as a Specialist Education Provider registered with ACT BSSS, we use the Student ID to record outcomes for assessment tasks through the ACT Certification System (ACS) and to provide student work samples to ACT BSSS for ACT Grade Moderation.

Quality of personal information (APP 10)

We aim to ensure that the personal information we collect is accurate and sufficient for the effective delivery of our programs, through the enrolment process and data checks if required from time to time.

Security of personal information (APP 11)

Personal information that we collect is protected by password-authenticated access limited to our authorised representatives such as administrators and class teachers. Relevant records will be retained for

up to five years to facilitate the provision of references or testimonials if required by students who complete programs with us.

Access to personal information (APP 12)

We will give you access to your personal information held in our records, subject to the exceptions listed in the Privacy Act, such as cases where giving access would have an unreasonable impact on the privacy of other individuals. If we are unable to give you access to particular records and if allowed under Privacy Act provisions, we will give you notification in writing of the reasons.

Correction of personal information (APP 13)

We will correct your personal information held in our records if errors are identified. If relevant and allowed under Privacy Act provisions, we will then provide notification of the correction to third parties to which the information has previously been provided.

Contact Details

To offer suggestions in response to this Privacy Statement, please contact us using the details below:

Canberra Academy of Languages

GPO Box 1627, Canberra ACT 2601

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www.cal.act.edu.au