

# Privacy Policy



This document is confidential and proprietary. Unauthorised use or copying without written consent is strictly prohibited.

## 1. Introduction

Sheldon College ABN 20 075 564 340 (**College, we, us, our**) complies with the Australian Privacy Principles (**APPs**), which are part of the *Privacy Act 1988* (Cth) (**Privacy Act**). The APPs require the College to have a readily available Privacy Policy that describes how the College collects, uses, discloses and manages the Personal Information it holds.

The College is also bound by other relevant legislation, including:

- *Education Services for Overseas Students Act 2000* (Cth);
- *Australian Education Act 2013* (Cth);
- *Australian Education Regulations 2023* (Cth);
- *Education (Accreditation of Non-State Schools) Act 2017* (Qld);
- *Education (Accreditation of Non-State Schools) Regulation 2017* (Qld);
- *Invasion of Privacy Act 1971* (Qld);
- *Child Protection Act 1999* (Qld);
- *Child Safe Organisations Act 2024* (Qld);
- *Domestic and Family Violence Protection Act 2012* (Qld).

The College recognises that protecting individuals' privacy is of fundamental importance and required by law. This Privacy Policy explains:

- what sorts of Personal Information the College collects;
- how the College may use that Personal Information and to whom it may be disclosed;
- how the College protects the Personal Information we hold from unauthorised use or disclosure; and
- how you can access and correct the Personal Information we hold about you, and your options to complain if you believe we have breached our privacy obligations to you.

The College reserves the right (at its discretion) to modify, amend or replace this Privacy Policy from time to time to take account of new laws and technology, changes to the College's operations and practices and to make sure it remains appropriate to the changing school environment. The modified, amended or replaced policy will be posted by the College to its website in place of the older Privacy Policy and notified to students, parents and/or guardians.

## 2. Scope

This Privacy Policy applies to students, parents and/or guardians (**Parents**), job applicants, alumni, volunteers, homestay providers, contractors, service providers, visitors, website users and other people with whom the College ordinarily interacts.

This Privacy Policy does not apply to employees or employee records, as the handling of employee records by a private sector employer is exempt from the Privacy Act if it is directly related to the employee's current or former employment relationship.

However, if you do have questions regarding the handling of your employee records, you can contact our Principal on the details below for assistance.



### 3. Definitions

In this Policy:

**Personal Information** has the meaning given to it under the Privacy Act, being information or an opinion about an identified individual, or a reasonably identifiable individual.

**Sensitive Information** has the meaning given to it under the Privacy Act, being Personal Information relating to a person's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, membership of a trade union or other professional or trade association membership, philosophical beliefs, sexual orientation or practices, or criminal record. It also includes health or genetic information about an individual or biometric information used for specific purposes.

We will only:

- collect Sensitive Information where you agree and it is reasonably necessary for the College's functions and activities;
- use and disclose Sensitive Information for the purpose for which it was collected or a directly related secondary purpose that you would reasonably expect unless you agree otherwise; and
- collect, use or disclose Sensitive Information that is otherwise authorised or required by law.

### 4. Types of personal information we collect and hold

The College collects and holds a range of Personal Information, including some health and other Sensitive Information, about students, Parents, job applicants, volunteers, homestay providers, contractors, service providers, visitors and website users, which may include the following:

#### 4.1 Students

Before, during and after a student's enrolment at the College, we may collect the following information about the student:

- full name, date of birth, gender, contact details including emergency contacts and next of kin;
- nationality, languages spoken;
- details of previous schooling;
- health fund and Medicare details;
- school reports, behaviour and complaint reports and/or notes;
- immunisation records and counselling reports;
- information regarding referrals to government welfare agencies;
- details of any relevant court orders;
- photos and/or videos (taken on College premises, at College events or by closed-circuit television cameras (CCTV));
- photos and/or videos of student's artwork or assessment pieces;
- residency, visa status/citizenship and copies of birth certificates;
- passport number, expiry date and copies of relevant pages;
- visa number, expiry date and copy of grant document;



- dietary information for catering; and
- their interests such as hobbies, academic subjects and sports.

We may also collect the following types of Sensitive Information about students only where necessary or appropriate, or the student / Parent has otherwise consented:

- racial or ethnic origin (including if students identify as Aboriginal or Torres Strait Islander);
- religious background;
- sexual orientation (if it becomes known to the College);
- health information (disabilities/allergies / medical certificates, absence notes, etc. – includes mental health); and
- biometric information to the extent used by the College to recognise staff, student and alumni faces in photos or videos to ensure all necessary consents are obtained before use.

## 4.2 Parents

Before, during and after a student's enrolment at the College, we may collect the following information about their Parents:

- full name, date of birth/age, gender, contact details;
- nationality, languages spoken;
- occupation and educational history;
- court orders (such as intervention and restraining orders) and parenting plans; and
- financial information (particularly if requesting alternative fee arrangements due to financial hardship), such as employment details, salary and income, assets and liabilities, and supporting documents.

We may also collect the following types of Sensitive Information about Parents, only where necessary or appropriate or where the Parent has otherwise consented:

- racial or ethnic origin (including if Parents identify as Aboriginal or Torres Strait Islander); and
- religious background.

## 4.3 Job applicants, alumni, volunteers, homestay providers, service providers and contractors

The College may collect the following types of Personal Information about other people who interact with the College:

- full name, date of birth/age, contact details, emergency contact/next of kin;
- nationality, languages spoken;
- resumes, employment histories and qualifications, training records and competency assessments, references, and professional development history;
- salary and payment information, including superannuation details;
- complaint records and investigation reports;
- leave details;
- photos and videos at College events;
- workplace surveillance records; and



- emails and Internet browsing history when using the College email address or resources.

We may also collect the following types of Sensitive Information only where necessary or appropriate, or you have otherwise consented:

- racial or ethnic origin (including if you identify as Aboriginal or Torres Strait Islander);
- medical information (e.g. details of disability and/or allergies, and medical certificates);
- religious background; and
- criminal record.

#### 4.4 Website Users

We may also collect information about you when you access our website using a technology called 'cookies'. That information includes the pages viewed and the information downloaded, the IP address of the computer or mobile used to visit our website, the page from where the individual visited our website, the type of browser used, unique device identifiers and information about websites visited before the individual visited our website. You can configure your browser to disable cookies, but some parts of our website may not function properly (or at all) if cookies are disabled.

## 5. Purpose for collecting personal information

The College's primary purpose for collecting Personal Information is to support the functions and activities of the College, including:

- generating statistical data and reports for policy and funding purposes;
- organising and managing events/functions;
- for insurance purposes, internal accounting and administration;
- for publications such as magazines and newsletters, including publication of that material (both physically and online), to keep Parents informed about matters related to their child's schooling;
- seeking donations and marketing for the College;
- enabling the Queensland Department of Education to comply with their reporting requirements; and
- reporting to educational and Government authorities.

#### 5.1 Students and Parents

The College's primary purpose for collecting Personal Information about students and Parents is to enable the College to provide schooling to students enrolled at the College, exercise its duty of care, and perform all the associated activities that are necessary to enable students to take part in all the activities of the College, including:

- supporting students' social and emotional wellbeing and health;
- fulfilling legal requirements including:
  - taking reasonable steps to reduce the risk of harm to students, staff and visitors;
  - making reasonable adjustments for students with disabilities; and
  - ensuring, as far as reasonably practicable, the health and safety of people in the College workplaces; and



- communicating with Parents,

And in particular with regard to overseas students:

- complying with the College's obligations under Australian laws (such as the *Education Services for Overseas Students Act 2000* (Cth) and the National Code of Practice for Providers of Education and Training to Overseas Students);
- registering overseas students with the Provider Registration and International Student Management System (PRISMS), storage of Overseas Student Health Cover (OSHC) certificate of insurance, and external testing companies such as IXL; and
- organising hospital, medical, transport, catering, homestay and tutoring services.

Individuals have the right to deal with the College on an anonymous or pseudonymous basis, where practicable. However, failure to provide all or part of the Personal Information required by the College may impact the College's ability to enrol or continue the enrolment of the student or permit the student to take part in a particular activity.

## 5.2 Job applicants, volunteers, service providers and contractors

The College's primary purpose for collecting Personal Information regarding other people who interact with the College is to assess their suitability and manage the relationship, including:

- fulfilling legal requirements, including:
  - taking reasonable steps to reduce the risk of harm to students, staff and visitors;
  - make reasonable adjustments for individuals with disabilities; and
  - complying with child protection legislation; and
- assessing an applicant's suitability for employment or a volunteer position and enabling the College and the applicant or volunteer to work together.

If required Personal Information is withheld, the College may be unable to fully assess an individual's suitability for employment or engagement or continue with such assessment.

## 6. How does the college collect personal information?

The College collects Personal Information about an individual directly from that individual, where reasonable and practicable to do so. We collect the information in a variety of ways, including:

- electronic or paper documents (including forms, letters and invoices), face-to-face meetings and interviews, emails and telephone calls;
- through financial transactions (including payment of fees);
- from our website using various technologies, including 'cookies';
- online tools (including apps or other software used by the College);
- photographs, video or other recordings;
- polls, surveys and/or questionnaires;
- from other parties (such as education agencies, medical practitioners or other schools) to enable the College to



discharge its duty of care;

- from medical forms, incident reports, documents about occupational health and safety requirements (including capacity to work certificates), and Queensland College of Teachers or Blue Card requirements, provided by the applicant, or any other third party authorised by the applicant;
- from other parties (such as recruiters, job applicants, representatives or referees, or social media sites); and
- from publicly available sources.

## 6.1 Collection of Personal Information through CCTV

The College installs, uses and maintains CCTV cameras around the campus in accordance with relevant surveillance laws.

The College will only use or disclose CCTV footage in accordance with applicable legislation which includes the *Invasion of Privacy Act 1971* (Qld), *Criminal Code 1899* (Qld) and *Privacy Act 1988* (Cth) as necessary to:

- ensure the care, safety and welfare of staff and students;
- manage relationships between members of the College community (including staff, students, Parents and alumni); and
- to protect the College's lawful interests in a legal or disciplinary proceeding.

The College will exercise discretion and will not:

- disclose CCTV footage to Parents unless compelled by the relevant laws; or
- use or disclose records of private conversations or activities in situations where it is reasonably evident that the parties did not intend for the conversation or activity to be heard or observed by others.

## 6.2 Collection of Sensitive Information through facial recognition software

The College uses facial recognition software to identify students, staff and alumni in photos and videos. This enables the College to ensure they have appropriate consent from all individuals before the photos or videos in question are shared or published. The biometric information used by the software is regarded as 'Sensitive Information' under the Privacy Act. This data is securely stored in accordance with this Privacy Policy and accessible only to authorised College personnel.

## 7. How do we use and disclose the personal information we collect?

As a general principle, and in accordance with our statutory obligations, we only use and disclose Personal Information for:

- the primary purpose for which the information was collected;
- a secondary purpose that is related to the primary purpose and for which you would reasonably expect us to use the collected information;
- a secondary purpose that is directly related to the primary purpose where it is Sensitive Information; or
- as otherwise required or authorised by law, including the APPs.

We will take reasonable steps to make individuals aware of the purpose for which the information collected may be used or disclosed, including by reference to this Privacy Policy.



In particular, we may disclose Personal Information to the following people, where appropriate:

- people providing educational, support and health services to the College (either on or off campus) including specialist visiting teachers, sports coaches, volunteers and counsellors;
- third-party service providers who provide online educational and assessment support services, document and data management services, training and support services, administration, financial or educational services to the College;
- an approved schooling authority who manages the College's responsibilities under the *Australian Education Regulation 2023* and the *Australian Education Act 2013* (Cth) relating to students with a disability;
- assessment and educational authorities, including the Non-State Schools Accreditation Board (NSSAB), Queensland Curriculum and Assessment Authority, the Australian Curriculum, Assessment and Reporting Authority (ACARA) and NAPLAN Test Administration Authorities (who will disclose it to the entity that manages the online platform for NAPLAN);
- another school or staff at another school;
- government departments (both state and federal such as the Department of Home Affairs);
- insurance providers for Overseas Student Health Cover;
- medical practitioners such as GPs and Hospitals as needed;
- homestay providers;
- recipients of the College's publications, such as newsletters and magazines;
- students' or Parents and their emergency contacts;
- third parties to whom you authorise us to disclose Personal Information;
- any person to whom we are authorised or required by law or court order, or other governmental order or process, such as where we believe in good faith that the law compels us to disclose information to:
  - lessen or prevent a serious threat to your life, health or safety or public health or safety, where it is impractical to obtain your consent;
  - take appropriate action in relation to suspected unlawful activity or serious misconduct;
  - to locate a person reported as missing;
  - to assert a legal or equitable claim; or
  - to conduct an alternative dispute resolution process; and
- any person to whom we are required to do so as a result of any obligations we owe under a contract.

## 7.1 Information Sharing Schemes

We are a prescribed organisation under both the Family Violence Information Sharing Scheme and the Child Information Sharing Scheme.

The Child Information Sharing Scheme operates under Chapter 5A of the *Child Protection Act 1999* (Qld). The Scheme allows organisations and services prescribed by regulation as information sharing entities to share confidential information to support child wellbeing or safety. The Scheme is designed to improve early identification of risks to children's safety and wellbeing, increase collaboration between services involved in supporting children and families, promote earlier and more effective intervention and integrated service provision, and improve outcomes for children and families.

The Family Violence Information Sharing Scheme operates under Part 5A of the *Domestic and Family Violence Protection*



Act 2012 (Qld). The Scheme allows organisations and services prescribed by regulation as information-sharing entities (key organisations and services) to share information related to assessing or managing family violence risk. The Scheme is designed to minimise the legislative barriers that had previously prevented the timely and effective sharing of information in cases of family violence.

## 7.2 Student Images and Videos

From time to time, the College may collect photographs and videos of students, including footage from the College's CCTV cameras and from external student activities such as sporting events, camps and excursions. These photographs and videos may be displayed from time to time around the College and published in the College's publications, including on the College website. However, student images will only be used in school-related media and will not be sent to third parties (other than service providers) such as external media outlets without the express permission of the Parents. No student image linked with the student's [full name] will be included in any marketing or promotional material, including on the College's website or social media accounts, without prior written consent.

Consent to the use of student images will be obtained from Parents at enrolment, and during enrolment. Once granted, consent stands until such time it is changed during the College's consent renewal process, or expressly withdrawn in writing at other times. Due to complex challenges in managing the recording of any student images (e.g. at events), the College cannot accept partial consent and therefore consent will be treated as unequivocal. Any withdrawal of consent may affect a student's participation in certain College activities and will take effect from the time of withdrawal, and will not apply to any pre-existing collection, use or disclosure of a student's image or video.

Members of the College community acknowledge that even when authorisation is withheld then incidental, internal or unintentional use of images and recordings featuring that member (or a member's child) may still occur from time to time (particularly when a Parent or child attends a photographed or recorded school-related activity or event).

Where reasonably practicable, the College will communicate before school-related activities or events about whether there will be any photography, livestreaming or recording of the event.

## 7.3 Third-party service providers

When the College engages third parties to provide products and/or services to the College, such as IT service providers and payment processors, such third parties may have access to Personal Information the College holds about individuals. The College does not authorise those third parties to use any Personal Information disclosed to or accessed by the third party for any purpose other than to facilitate the third party's completion of its obligations owed to the College.

## 7.4 Artificial intelligence

The College may use artificial intelligence tools and other digital platforms to support learning, administration and communication. Personal Information will not be entered into publicly available AI platforms. All use of AI will comply with the APPs and the College will ensure responsible use and management oversight.

## 7.5 Automated Decision-Making

The College uses various computer programs to streamline our internal functions and service delivery. From time to time, we may use your Personal Information in the operation of a computer program to assist us to make decisions such as whether an assessment item is plagiarised. However, those computer programs will always be subject to oversight by human decision-makers.



## 8. Disclosure of Personal Information Overseas

The College may disclose Personal Information about an individual to overseas recipients, for instance, to facilitate a school exchange or to enrol an overseas student. However, the College 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 and other applicable privacy legislation.

The College may use online or 'cloud' service providers to store or back up Personal Information and to provide services to the College that involve the use of Personal Information, such as services relating to email, instant messaging and education and assessment applications. Some limited Personal Information may also be provided to these service providers to enable them to authenticate users who access their services. This Personal Information may be stored in the 'cloud' which means that it may reside on a cloud service provider's server which may be situated outside Australia, such as in the Asia Pacific.

The College does not otherwise disclose or allow a third party located outside Australia to access the Personal Information the College holds.

## 9. Direct Marketing

Marketing and seeking donations for the future growth and development of the College is an important part of ensuring that the College continues to provide a quality learning environment in which both students and staff thrive.

Parents, staff, contractors and other members of the wider College community may from time-to-time receive fundraising communications. The College may also disclose your contact details to organisations that assist in the College's fundraising, for example, the College's Foundation or alumni organisation or, on occasions, external fundraising organisations.

If you would like to opt out of receiving marketing material, please contact the Director of Marketing and Communications via email at [marketing@sheldoncollege.com](mailto:marketing@sheldoncollege.com).

## 10. Security and Retention of Personal Information

The College takes security seriously and takes reasonable steps to protect any Personal Information it holds from misuse, interference and loss. This includes:

- technical measures, such as secure storage of paper records, employing passwords and multi-factor authentication measures to protect electronic records; and
- organisational measures, such as access control protocols and employee training on data protection.
- 

The College will take reasonable steps to destroy or de-identify personal information when it is no longer required for the purposes for which it was collected, unless retention is required by law or a court/tribunal order.

The College's staff are required to respect the confidentiality of students and Parents' Personal Information and the privacy of all individuals who interact with the College. The College strictly prohibits the deliberate publication or sharing of Personal Information to the intention of harassing, intimidating or causing harm (**doxing**). Doxing will be treated as a serious disciplinary matter and may also be referred to law enforcement authorities.



## 11. Accessing the Personal Information We Hold

An individual is entitled to access the Personal Information we hold about that individual. All enquiries should be directed to the Principal (see below). We will respond to such requests within a reasonable period. We are entitled under the APPs to charge a reasonable fee to cover the costs we incur in providing access but this is usually not required.

We reserve the right to refuse access where an exception applies, for example, where releasing the information would unreasonably impact the privacy of another individual. Alternatively, we reserve the right to redact the information made available, to protect the privacy of other individuals. We also reserve the right to verify the identity of the person requesting the information and their entitlement to access it.

## 12. Consent and Rights of Access to the Personal Information of Students

The College respects every Parent's right to make decisions concerning their child's education. Generally, the College will refer any requests for consent and notices in relation to the Personal Information of a student to the student's Parents. The College 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.

Parents may seek access to Personal Information held by the College about them or their child by contacting the Principal in writing (see below). However, there may be occasions when access is denied. Such occasions would include where the release of the information would have an unreasonable impact on the privacy of others, or where the release may result in a breach of the College's duty of care to the student.

The College may, at its discretion, on the request of a student grant that student access to information held by the College 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 warrant it.

## 13. Quality of the Personal Information We Hold

We take reasonable steps to ensure that the Personal Information we collect, use and disclose is accurate, complete and up-to-date. However, the accuracy, completeness and currency of the information we hold largely depend on the accuracy of the information supplied to us or which we collect.

If at any time you discover that any information held about you is inaccurate, out-of-date, incomplete, irrelevant or misleading, you can request correction of the information by contacting the Principal in writing (see below). The College reserves the right to verify your identity before processing a correction request.

## 14. Lodging a Complaint

If you wish to make a complaint to the College about how the College handles your Personal Information we ask that you make the complaint in writing to the Principal (see below).

The College will promptly acknowledge receipt and will respond to you within a reasonable time period (generally within 30 days). Where the complaint requires a more detailed investigation, the complaint may take longer to resolve, and we will keep you updated as to progress.



The College reserves the right to verify the identity of the individual making the complaint and to seek further information from the complainant about the circumstances of the complaint. The College reserves the right to refuse to investigate or to otherwise deal with a complaint where permitted under the Privacy Act. For example, the College may refuse to investigate or to otherwise deal with a complaint if the College considers the complaint to be vexatious or frivolous.

If you are not satisfied with our response to your complaint, or you consider that the College may have breached the APPs or the Privacy Act, you can make a complaint to the Office of the Australian Information Commissioner (**OAIC**).

#### Office of the Australian Information Commissioner

**Postal Address:** GPO Box 5288, Sydney, NSW, 2001  
**Phone:** 1300 363 992  
**Email:** [foi@oaic.gov.au](mailto:foi@oaic.gov.au)  
**Website:** [www.oaic.gov.au](http://www.oaic.gov.au)

This Privacy Policy forms part of the College's Quality Management System and Work Health and Safety Management System and supports compliance with ISO 9001 and ISO 45001.

#### How to contact us

If you have a query about this privacy policy or wish to make a complaint, please contact:

**Name:** Principal  
**Phone:** (07) 3206 5555  
**Email:** [compliance@sheldoncollege.com](mailto:compliance@sheldoncollege.com)

**Postal Address:** 43-77 Taylor Road, Sheldon, QLD 4157



## 15. Document History

Revision	Issue Date	Summary of Changes
1.0	02 Feb 2026	Initial Release