

Collecting your personal information

Independent Students



Our commitment to protect your privacy

The Smith Family collects personal information about the students and families we support.

We are committed to protecting your privacy. Our Privacy Policy is available here

<https://www.thesmithfamily.com.au/about-us/governance#privacy-policy>

This statement tells you about the personal information we collect and what we do with it.

What is personal information?

Personal information is any information that can identify you.

What personal information do we collect?

We may collect information like:

- names and date of birth
- address and contact details
- health issues and cultural background
- how you are going with your education (school or tertiary study) such as attendance, grades, support needs and any behaviour issues.

We will collect this information for each year you are continuing your education. We sometimes collect information from the years before and after your *Learning for Life* participation. This helps us know if our programs are working well.

Why do we collect personal information about you?

We need information about you so we can best support you. We use this information to:

- offer programs to you
- understand how well we have supported you
- plan and improve our programs.

What happens if you do not give us your personal information?

Sometimes we need information to support you and improve our programs. We seek your consent to collect that information by asking you to sign a privacy consent form. That consent will last while you remain a participant in one of our programs, unless you withdraw consent.

If you do not want us to have some information, there may be some support we can't provide to you.

How do we collect personal information?

Where we can, we will ask you for the information.

We also collect information from application forms or things you send us.

If you agree, we may ask your school, Education Department or tertiary institution for the information.

When do we share your personal information?

We may share personal information with:

- your school, the Education Department or tertiary institution – this helps us to support you and improve our programs
- researchers or others working directly with us. We remove information that may identify you if those working with us do not need to know that information.

We sometimes share the personal information you give to us if we are required or authorised to do so by law. These include child protection and information privacy laws.

Keeping your personal information safe

The Smith Family has systems and processes to keep all personal information we handle safe and secure.

We may store your information securely on cloud-based services, but we do not disclose it to persons located overseas.

Contacting us

If you have any questions or need to contact us:

- call our family support line on **1800 024 069**
- or email privacy@thesmithfamily.com.au