

Collecting your personal information

LFL Students and Families



everyone's family

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 or your child.

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 your child is going at school such as attendance, grades, support needs and any behaviour issues.

We will collect this information for each year your child is at school. This helps us to know if our programs are working well.

Why do we collect personal information about you or your child?

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

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

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

Sometimes we need information to support your child 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 a student remains a participant in our programs, unless you withdraw your consent.

If you do not give us some information or withdraw your consent, there may be some support we can't provide to your child.

How do we collect personal information?

Where we can, we will ask you for the information. Sometimes we collect information from your child.

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

If you agree, we may ask your child's school or the Department for Education the information.

When do we share your personal information?

We may share personal information with:

- the school or the Department for Education – this helps us to support your child and improve our programs
- researchers or others working directly with us. We remove information that may identify your child 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 laws 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 about privacy, your privacy consent form or need to contact us about your personal information:

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