



Privacy Notice

This Policy was last reviewed and updated on:
12th September 2022.
To be reviewed in 6 months.

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1. Introduction

We are Eds.Change. During your young adult’s time with us, we will gather and use information relating to you. Information that we hold in relation to individuals is known as their “personal data”. This will include data that we obtain from you directly and data about you that we obtain from other people and organisations. We might also need to continue to hold your personal data for a period of time after your young adult has left the Post-school program at Eds.Change. Anything that we do with an individual’s personal data is known as “processing”. This document sets out what personal data we will hold about you, why we process that data, who we share this information with, and your rights in relation to your personal data processed by us.

2. What information do we process in relation to you?

We will collect, hold, share and otherwise use the following information about you:

- personal information (such as name, address, home and mobile numbers, personal email address, emergency contact details and relationship marital status)
- financial details (such as bank account or credit card details), and other financial details
- CCTV footage and images obtained when you attend the Eds site
- your relationship to your child/young adult, including any Court orders that may be in place

We will also use special categories of data such as gender, age, ethnic group, sex or sexual orientation, religious or similar beliefs, information about health, genetic information and biometric data. These types of personal data are subject to additional requirements.

3. Where do we get your personal data from?

We will obtain an amount of your personal data from you, by way of information gathering exercises at appropriate times such as when your child/young adult joins Eds.Change and when you attend the Eds.Change site and are captured by our CCTV system. We may also obtain information about you from other sources. This might include information from the local authorities or other professionals or bodies, including a Court, which might raise concerns in relation to your child/young adult

4. Why do we use your personal data?

We will process your personal data for the following reasons:

4.1 Where we are required by law, including:

- To provide reports and other information required by law in relation to your young adult
- To raise or address any concerns about safeguarding to the Government agencies, including the police
- To obtain relevant funding for Eds
- To provide or obtain additional services including advice and/or support for your family

4.2 Where the law otherwise allows us to process the personal data as part of our functions as Eds, or we are carrying out a task in the public interest, including:

- To confirm your identity
- To communicate matters relating to Eds to you
- To safeguard you, our young adults and other individuals
- To enable payments to be made by you to Eds
- To ensure the safety of individuals on the Eds site
- To aid in the prevention and detection of crime on the Eds site

4.3 Where we otherwise have your consent

Whilst the majority of processing of personal data we hold about you will not require your consent, we will inform you if your consent is required and seek that consent before any processing takes place.

5. Why do we use special category personal data?

We may process special category personal data in relation to you and your child/young adult for the following reasons:

5.1 Where the processing is necessary for reasons of substantial public interest, including for purposes of equality of opportunity and treatment, where this is in accordance with our Data Protection Policy.

5.2 Where the processing is necessary in order to ensure your health and safety on the Eds site, including making reasonable adjustments for any disabilities you may have.

5.3 Where we otherwise have your explicit written consent. There may also be circumstances where we need to use your information in relation to legal claims, or to protect your vital interests of those of your child/young adult, and where it is not possible to seek your consent. Failure to provide this information If you fail to provide information to us we may be prevented from complying with our legal obligations.

6. How long will we hold your personal data for?

We will hold your personal data only for as long as necessary. How long we need to hold on to any information will depend on the type of information.

7. Who will we share your personal data with?

We routinely share information about you/your child/young adult with:

- Local authorities, to assist them in the exercise of their responsibilities in relation to education and training, youth support and safeguarding purposes.
- The NDIS, to share/provide information. For further information please visit: <https://www.ndis.gov.au/>

We may disclose your personal information to third parties in accordance with this policy in circumstances where you would reasonably expect us to disclose your information. For example, we may disclose your personal information to:

- Studio LDN
- Our marketing providers
- Our professional services advisors

8. Your rights in relation to your personal data held by us:

You have the right to request access to personal data that we hold about you, subject to a number of exceptions. To make a request for access to your personal data, you should contact: The Eds team hello@edschange.com

Please also refer to our Data Protection Policy for further details on making requests for access to your personal data.

You also have the right, in certain circumstances, to:

- Object to the processing of your personal data
- Have inaccurate or incomplete personal data about you rectified
- Restrict processing of your personal data

- Object to the making of decisions about you taken by automated means
- Have your data transferred to another organisation
- Claim compensation for damage caused by a breach of your data protection rights

If you want to exercise any of these rights then you should contact the Eds team hello@edschange.com. The law does not oblige Eds to comply with all requests. If Eds does not intend to comply with the request then you will be notified of the reasons why in writing.

9. Concerns

If you have any concerns about how we are using your personal data then we ask that you contact our Data Protection Officer in the first instance. However an individual can contact the Information Commissioner's Office should you consider this to be necessary, at foi@oaic.gov.au

10. Contact

If you would like to discuss anything in this privacy notice, please contact: Miss Catriona Fleet, Data Protection Officer at hello@edschange.com