

## Privacy Policy

### 1. Introduction

SCOTS English College (“the College”) is committed to protecting the privacy and personal information of our students, hosts, and staff. This Privacy Policy outlines how we collect, use, disclose, and safeguard personal information in accordance with relevant privacy laws and regulations.

### 2. Collection of Personal Information

#### 2.1 Types of Information Collected

- **Personal Details:** Name, contact information (phone number, email address), and address.
- **Background Information:** Employment history, educational background, and references for hosts.
- **Accommodation Details:** Information about the housing conditions and preferences.
- **Health Information:** Relevant health information as required for student accommodation (with consent).
- **Feedback and Complaints:** Information provided through feedback forms or complaint procedures.

#### 2.2 Methods of Collection

- **Directly from Individuals:** Information provided directly by students, hosts, and staff through applications, forms, and communications.
- **Indirectly:** Information collected through interactions with our services, including email, phone calls, and surveys.

### 3. Use of Personal Information

#### 3.1 Purposes

- **Student Placement:** To match students with appropriate host accommodations.
- **Communication:** To communicate with students, hosts, and staff regarding accommodation arrangements, policies, and updates.
- **Support Services:** To provide support and resolve any issues related to accommodation.
- **Compliance:** To comply with legal and regulatory requirements.

#### 3.2 Processing

- **Operational:** Managing accommodation arrangements and student placement.
- **Administrative:** Conducting internal audits, processing payments, and maintaining records.

## 4. Disclosure of Personal Information

### 4.1 Internal Disclosure

- **Staff Access:** Personal information may be accessed by College staff involved in housing coordination and administrative tasks.

### 4.2 External Disclosure

- **Service Providers:** We may share information with third-party service providers who assist with housing and accommodation services, subject to confidentiality agreements.
- **Legal Requirements:** Information may be disclosed as required by law or in response to valid legal requests or investigations.
- **Consent:** We may disclose personal information with explicit consent from the individual concerned.

## 5. Data Security

### 5.1 Protection Measures

- **Security:** Implement physical, electronic, and procedural safeguards to protect personal information from unauthorized access, use, or disclosure.
- **Data Storage:** Personal information is stored securely, and access is restricted to authorized personnel only.

### 5.2 Data Breach

- **Response:** In the event of a data breach, we will notify affected individuals and take appropriate actions to mitigate the impact.

## 6. Access and Correction

### 6.1 Access Requests

- **Right to Access:** Individuals have the right to request access to their personal information held by the College.
- **Process:** Requests should be made in writing to the Privacy Officer at [Email Address], and we will respond within a reasonable timeframe.

### 6.2 Correction Requests

- **Right to Correct:** Individuals can request corrections to their personal information if it is inaccurate or incomplete.
- **Process:** Submit correction requests to the Privacy Officer at [Email Address].

## 7. Retention and Disposal

### 7.1 Retention Period

- **Duration:** Personal information is retained only as long as necessary to fulfill the purposes for which it was collected or as required by law.

### 7.2 Disposal

- **Secure Disposal:** When personal information is no longer required, it will be disposed of securely to prevent unauthorized access.

## 8. Changes to this Policy

### 8.1 Updates

- **Review:** This Privacy Policy is reviewed periodically and updated as necessary to reflect changes in regulations or operational practices.
- **Notification:** Significant changes to the policy will be communicated to affected individuals.

## 9. Contact Information

For questions, concerns, or requests regarding this Privacy Policy, please contact:

- **Privacy Officer:** Patrick Hayeck
- **Email:** [patrick@scotsenglish.edu.au](mailto:patrick@scotsenglish.edu.au)
- **Phone:** (02) 8201 5281

## 10. Acknowledgment

By providing personal information to the College, individuals acknowledge that they have read and understood this Privacy Policy and agree to its terms.

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Thank you for trusting SCOTS English College with your personal information. We are committed to safeguarding your privacy and ensuring a secure and respectful experience.