



## Privacy Policy

Write Foundations PTY LTD

Effective Date: January 2024

At Write Foundations, we are committed to protecting your privacy and handling your personal information with care. This policy explains how we collect, use, store, and share personal information in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

### 1. What Information We Collect

- Students & Families: Name, date of birth, age, and contact details; Emergency contacts and family details; Educational background, learning needs, and Individual Education Plans (IEPs); Health and medical information relevant to participation; NDIS participant details (where applicable).
- Staff & Contractors: Employment and qualification details; Background checks (e.g. Working With Children Check, Police Clearance); Payroll and superannuation details.
- General Website or Enquiry Users: Name, email, phone number, and enquiry information.

### 2. How We Collect Information

- Directly from you (e.g., enrolment forms, emails, conversations).
- Through our website, online forms, and payment systems.
- From third parties where consent is given (e.g., allied health professionals, NDIS providers, schools).

### 3. Why We Collect and Use Your Information

- Provide tutoring, educational, and support services.
- Tailor learning experiences and prepare IEPs.
- Meet our duty of care and child safety obligations.
- Communicate with parents, guardians, and caregivers.
- Process payments, invoicing, and NDIS claims.
- Comply with legal, regulatory, and funding requirements.

### 4. Storage and Security of Information

- Secure physical storage of hardcopy records.
- Password-protected systems for digital records.
- Restricted staff access on a “need-to-know” basis.
- Regular review of data protection measures.



## 5. Disclosure of Information

- Parents, guardians, or authorised caregivers.
- Staff and allied professionals involved in your child's education.
- Funding and regulatory bodies (e.g., NDIS, government departments).
- Service providers who assist with IT, administration, or compliance (bound by confidentiality agreements).
- We will not sell, rent, or trade your information. We will only disclose personal information outside of Australia where required, and only to organisations that safeguard privacy in line with Australian standards.

## 6. Access and Correction

- You may request access to the personal information we hold about you and request corrections if it is inaccurate or incomplete. Please contact us in writing to make such a request.

## 7. Website and Digital Privacy

- Our website may use cookies to improve user experience.
- We may collect non-identifying information such as browser type, pages viewed, and time spent on site.
- We do not guarantee or accept responsibility for the privacy practices of third-party websites we link to.

## 8. Child Safety and Confidentiality

- As an organisation working with children, confidentiality and safeguarding are our highest priorities. We will only share student information when necessary for their wellbeing, learning support, or when required by law (e.g., mandatory reporting).

## 9. Complaints and Concerns

- If you have a concern about how your personal information has been handled, please contact us:
- Write Foundations PTY LTD
- Email: [writefoundationsau@gmail.com](mailto:writefoundationsau@gmail.com)
- Phone: 0433 756 324
- If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC): [www.oaic.gov.au](http://www.oaic.gov.au)

## 10. Updates to This Policy

- We may update this Privacy Policy from time to time to reflect changes in law, technology, or our services. Updates will be published on our website, and the effective date will be revised.