

# Student, Parent and Guardian Complaints – Information Collection Notice

---



## 1. PURPOSE

The purpose of this notice is to inform Brisbane Catholic Education (BCE) customers that personal and sensitive information that is disclosed by customers in making a complaint may be collected, stored, used and disclosed by BCE for the purpose of managing and resolving customer complaints.

## 2. DISCLOSURE

BCE may disclose a customer's personal and sensitive information to employees responsible for handling and resolving complaints and employees who are the subject of a complaint.

BCE may be required by law to disclose a customer's personal and sensitive information to government departments. BCE may also use or disclose a customer's personal and sensitive information for other purposes where required or authorised by law.

A customer who submits a complaint that includes personal information about another person must take reasonable steps to inform the other person of the reasons for disclosure.

## 3. STORAGE

BCE may use online or 'cloud' service providers to store personal information and to provide services to BCE that involves the use of personal information, such as email. Personal information may reside on a server of a cloud service vendor which may be situated outside Australia.

## 4. PRIVACY

BCE is bound by the *Privacy Act (1988)* and has adopted the thirteen (13) Australian Privacy Principles. For more information on BCE's privacy practices, including how to access or correct a customer's own personal information or to make a privacy complaint, please see BCE's Privacy Policy <http://www.bne.catholic.edu.au>.