# NSW Department of Education

Dear Parents/Carers/Guardians,

All public schools in New South Wales have the opportunity to take part in an exciting initiative run by the Department of Education. We are excited to share that all students in years 5 to 12 are now able to use NSWEduChat, a cutting-edge generative Artificial Intelligence chat tool operated by the department. Unlike ChatGPT and other tools, NSWEduChat has been designed to respond to students with guidance and by asking open-ended questions. NSWEduChat can answer questions and provide information, acting as a useful learning aid for your child. While NSWEduChat is sophisticated, it does not replace human teachers or tutors. Instead, it offers additional support, helping to reinforce understanding and encourage students to explore and share their thoughts and reasoning.

NSWEduChat may also be incorporated into lessons by your child's teachers, helping them learn how to use NSWEduChat in various subjects, about the potential implications of generative AI, and highlighting its capacity to create content that may require thoughtful and responsible use.

NSWEduChat is a powerful tool, but it can provide incorrect or incomplete responses.

## What personal information will be collected?

The NSWEduChat AI tool collects data that includes the record of all interactions your child has with the tool, encompassing every question asked and the corresponding responses provided. Additionally, some basic user identifiers, such as your child's name or a unique user identifier assigned by the system, are also collected to enhance the personalisation of the learning experience. These measures help ensure that your child has a seamless, supportive and unique learning journey with NSWEduChat.

In-app surveys may appear which are optional for students to complete. The purpose of these surveys is to inform potential future activities such as monitoring, research, and evaluation.

## How will the department use the information?

The information collected during the use of this tool will be used for the following purposes:

- **For your child** – The conversation data collected may be used by NSWEduChat to create personalised experiences for your child, by incorporating characteristics of the conversation in future conversations.
- **In the school** – NSWEduChat's inbuilt safety features will be routinely monitored. This may result in disclosures related to NSWEduChat's content filtering being made to the school. This would result in the Principal and/or nominated staff knowing the identity of your child.
- **Within the department** – Both combined and de-identified data will be used by teams to improve the delivery of public education. Where analysis requires looking at individual questions and responses, those interactions will be de-identified so that anyone seeing the question or response will not know which student was involved. Where appropriate, information will be grouped together so that the staff can see overall patterns in the information, not individual student information. These staff will **not** know the identity of your child.

  Within the department, staff members responsible for managing the process of de-identifying and combining the data will be the only additional persons who will know the identity of your child. These staff may combine the NSWEduChat data with other data held by the department prior to the de-identifying and combing of the data where it may assist with improving public education.

## Will the information be disclosed to anyone outside the department?

The information will not be disclosed to anyone outside the department unless it is consistent with the privacy legislation or as permitted or required by any other law.

One possible exception will occur in very rare circumstances whereby the department is required to submit information to the Department of Communities & Justice. **This may involve disclosure of information relating to NSWEduChat's content filter being triggered.**

Staff responsible for supporting your child may have access to information and know the identity of your child.

## Is participation voluntary?

Yes.  Although your child will be provided access to NSWEduChat, it is entirely optional for them to use it. They may choose not to use it at all, or only when they wish to.

At the point of enrolment, the department provides information about the use of online services and obtained parental consent for their use. NSWEduChat is included as part of that agreement.

## Where is the information held and how can it be accessed?

NSWEduChat will be delivered electronically to your child's Department of Education student portal.

When your child uses NSWEduChat the 'chat' conversation is encrypted and transmitted over the internet to a department server with a token that identifies your child.

Only when the answer arrives at the department server can it be re-combined with your child's identity.

All information collected by NSWEduChat is stored in Australia using department-owned services.

The department endeavours to ensure that the personal and health information it collects and holds is accurate, complete and up to date by encouraging families to regularly update the information if there are changes and by allowing access to and alteration of the information.

Requests to access and update personal and health information should be made directly to the school. The department's privacy management plan has information about how requests are handled.

If you wish to discuss any aspect of this tool, please contact your school principal.

Yours sincerely,

Silva Hiendra

R/Chief Data Officer

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