



# School Bytes Student Privacy Information

Information Technology Directorate

## Introduction

School Bytes offers cloud-based administration software to Australian schools. Our software provides schools with the tools they need to operate smoothly & efficiently.

## What data is collected?

For a school to be able to use School Bytes, certain data about the students and parents of that school needs to be collected and imported into School Bytes.

The required data is accessed through the Department's Third Party Integration (3PI) framework after Principal approval has been given.

School data imported into School Bytes includes the following: name, email address(es), phone number(s), DoE username, date of birth, gender, year group, class groups and unique identifiers (such as student number).

## How is the data used?

Any data provided by a school to School Bytes is used solely for the purposes of providing the School Bytes service. At no point will student data be used or disclosed by School Bytes for advertising/marketing purposes.

As part of administering the service, School Bytes may collect log data (such as IP address, browser & device type) of users accessing the service.

School Bytes will only ever disclose data at the direction of the school (and only if such disclosure complies with relevant privacy laws) or if required to do so by law.

## Is the data secure?

All access to the School Bytes platform occurs over an encrypted HTTPS/TLS connection. Unencrypted connections to the service are not permitted. This is coupled with a web application firewall provided by CloudFlare to protect against unauthorised intrusions and DDoS attacks.

In addition, through School Bytes' cloud-hosting provider, Amazon Web Services (AWS), school data is encrypted both in transit and at rest. AWS is an Australian Signals Directorate Certified Cloud Service provider.

School Bytes personnel can access limited user data only with the consent of the school in question first, in order to provide software support services to the school.

## When is the data deleted?

Unless required by law, data held by School Bytes will be deleted if a school cancels their annual subscription/licence to the School Bytes service. Deletion of such data will occur within 30 days of the cancellation.

## Where is the data?

Data held by School Bytes is stored securely by cloud-hosting provider, Amazon Web Services, in their Sydney data centres (ap-southeast-2 region).

## School Bytes Privacy Information

Further information on how School Bytes handles and uses personal information may be accessed at:

- <https://www.schoolbytes.education/privacy>

Complaints regarding School Bytes' management of this service should be directed to School Bytes or the Office of the Australian Information Commissioner.

## NSW Privacy Information

- <https://education.nsw.gov.au/about-us/rights-and-accountability/privacy>
- <https://www.ipc.nsw.gov.au/>

Complaints regarding management of this service can be made through the Department's compliant handling process.

- <https://education.nsw.gov.au/about-us/rights-and-accountability/complaints-compliments-and-suggestions>