

PRIVACY: PROTECTING NOT PREVENTING



Anna Gifford, Manager, Knowledge Management Team

A close-up photograph of a large pile of white, shredded paper. The paper is cut into thin, irregular strips. In the center of the pile, a single strip of paper is more prominent and lies flat, displaying the word 'PRIVACY' in a bold, black, serif font. The entire scene is bathed in a cool blue light, and a solid red diagonal shape is visible on the left side of the frame.

PRIVACY

What we will cover today:

1. What we do in the Privacy team
2. Privacy basics for schools
3. The most common causes of privacy breaches and how to avoid them



DET InfoSafe Program

VISION

To make sure that the **information** held by the Department (corporate and schools) is **managed and shared sensitively** and securely to protect our staff, students and their families.

DET InfoSafe

Program on a page



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WHY



In today's fast-paced digital landscape there are increased risks to the safety of our information.



Our schools maintain a high degree of sensitive and personal information.



Incidents can have a significant and lasting impact to individuals and our communities.

WHAT

The InfoSafe Program will implement Privacy and Information Security Initiatives to lift our InfoSafe capabilities, including:

- ✓ better support for all staff – tailored to specific needs
- ✓ better guidance and tools to manage risks
- ✓ better supporting technologies
- ✓ better management of paper records and IT assets
- ✓ better incident support
- ✓ enabling appropriate information sharing

The program is informed by activities in the:

- Protective Data Security Plans (PDSPs)
- Information Security and Privacy in Schools Internal Audit*
- Independent Capability Maturity Assessment*

*conducted by Ernst & Young in 2018

*conducted by PricewaterhouseCoopers (PWC) in 2018

TIMELINE

Indicative timeline based on initial planning

The 2019/20 roadmap builds on the activities completed in the 2018 program of work



Jenny Atta, Secretary, DET, InfoSafe Program Sponsor

"To give every Victorian the best learning and development outcomes, whilst protecting privacy, we need to make sure that information is managed and shared safely."



Rama McKinnon, Principal, River Gum Primary School, InfoSafe Program Supporter

"I had a concern regarding the storage of our sensitive information. A quick conversation with the specialists provided clarity on what to do. It really put my mind at ease."

FOCUS AREAS	BENEFITS	*STRATEGIC INTENT
GOVERNANCE	20 standards providing a consistent approach with supporting guidelines	SERVICE AND FUNDING REFORM
AWARENESS AND CAPABILITY	Awareness materials for all staff, leaders and specialist areas delivering DET wide capability uplift	WORKFORCE STRATEGIES AND PRACTICES
SUPPLIER COMPLIANCE	Proactive application of 3rd party supplier security controls	PARTNERSHIP AND INNOVATION
DEPARTMENTAL COMPLIANCE	Embedded privacy and security processes delivering robust solutions for the future	ORGANISATIONAL REFORM

*source: DET 2018-22 Strategic Intent

HOW Contact us: infoSafe@edumail.vic.gov.au

The InfoSafe Program will facilitate extensive two-way engagement across both school and corporate audiences to capture all insights. We will work together so that we all know what is expected of us to protect our information and build a DET InfoSafe Culture.

Get involved: Join us on **Yammer**

Privacy team

- Provide expert and practical **advice** to schools and DET
- Review Privacy Impact Assessments (**PIAs**) and support their completion
- Handle privacy **complaints**
- Respond to privacy **incidents**
- Develop **resources**
- Deliver privacy **training**
- Liaise with and support other related DET areas

PRIVACY

=

Protecting not preventing

Demonstrates respect,
trust and integrity

No surprises



Privacy law

Balance

an individual's
right to privacy
&
the need of government
and organisations to
carry out functions





Privacy Basics

Raise awareness

Schools' Privacy Policy and the 'need to know' framework

Due diligence

Privacy Impact Assessment (PIA) process for online tools

React appropriately

Privacy Incident Management process

Privacy in Practice: raise awareness



1. Ensure staff are aware of the **Schools' Privacy Policy** and the **need to know** framework and what it means in their role
2. Put **privacy on the agenda** at leadership and team meetings
3. Know where **sensitive and health** information is used in your school
4. Keep **parents informed** with simple communications

Privacy in Practice: due diligence and online tools



- Use the **right system** for the right purpose
- Ensure that all **staff training on new systems** e.g. permissions and uploading of documents
- Use the privacy impact assessment matrix to get an **overview of your systems**
- Ensure a key member of staff has an **overview of staff permissions** and staff access to data
- Lock down **permissions and access** to student-facing and parent-facing sites

Privacy in Practice: react appropriately



- Ensure **staff notify you** if something goes wrong
- **Act** quickly and ask for support
- Use the **Privacy incident management checklist**
- Involve the right staff to **Contain, Assess and Remediate**
- **Contact** the Privacy Team
Privacy@edumail.vic.gov.au
03 8688 7967



Simple solutions: set expectations for your staff



Staff are required to protect their passwords
Passwords are never visible to students

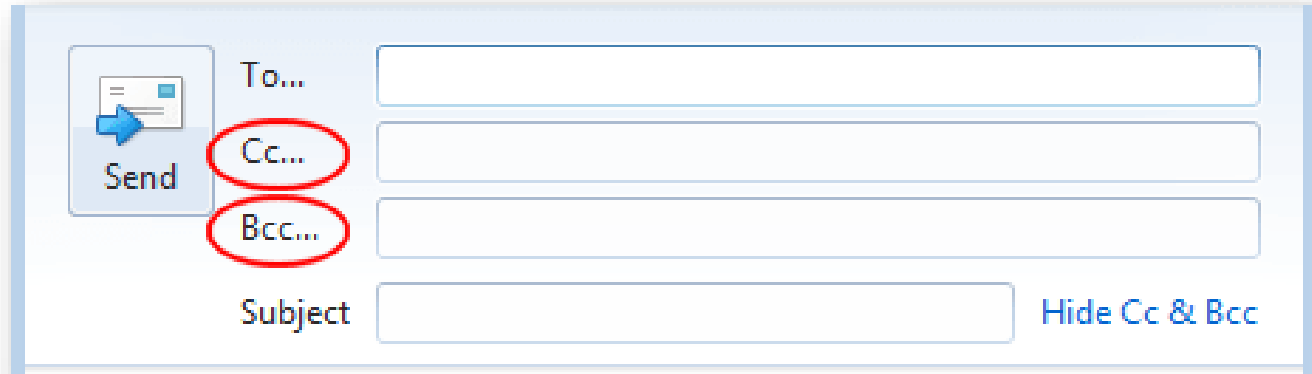


Confidential information is only ever read or reviewed in a room that students cannot access or view



Sensitive information is held behind a firewall and not copied to USB or BYOD devices

Parental communication



An email composition form with a light blue background. On the left, there is a 'Send' button with a blue arrow icon. To the right of the button are four input fields: 'To...', 'Cc...', 'Bcc...', and 'Subject'. The 'Cc...' and 'Bcc...' fields are circled in red. To the right of the 'Subject' field is a link that says 'Hide Cc & Bcc'.

PERMISSION TO USE CHILD'S PHOTOGRAPHS

Child's Name: _____ Year: _____

I do give / do not give permission for photographs of my child to be published in local newspapers or used in brochures or special displays, and am aware that this may be accompanied by my child's first name.

How the Privacy team can support your school



In-school privacy training for teaching and non-teaching staff



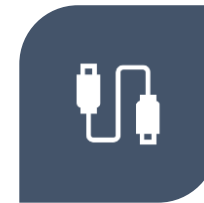
Resources and information packs to assist you to formulate and review policies and procedures



Incident support team offering on-site support directly to principals



Dedicated privacy officers who can be contacted directly for advice and support



PIA process and Conditions of connection project: helping you to choose compliant software

WHERE TO FIND OUT MORE ABOUT PRIVACY

Seek advice from your supervisor or manager

Go to the DET website for:

Schools' Privacy Policy

Schools' Privacy Policy: frequently asked questions for staff

Schools' Privacy Policy: information for parents

Go to the intranet for:

Privacy on a Page: for Principals

Privacy on a Page: for Teachers

Privacy on a Page: for Student Health and Wellbeing Staff

LearnED in eduPay for:

Privacy for Schools eLearning module (DET-57)

Privacy Team

Phone: 03 8688 7967

Email: privacy@edumail.vic.gov.au

QUESTIONS?

Contact us at:

privacy@edumail.vic.gov.au

