



Privacy Policy

Current as at 30 August 2026. This policy explains how Araya Tuition collects, holds, uses, discloses and protects personal information.

1. Purpose and Legal Framework

Araya Tuition is committed to handling personal information in a lawful, fair, transparent and child-safe manner. This policy is intended to align with the Privacy Act 1988 (Cth), the Australian Privacy Principles, the Notifiable Data Breaches scheme, the Spam Act 2003 (Cth), Queensland child protection and blue card obligations, and any other applicable laws.

Where Araya Tuition is not legally required to comply with a particular obligation because of size, turnover or status, Araya may still adopt that obligation as a matter of good governance, child safety and community trust.

2. Personal Information Collected

Araya Tuition may collect personal information that is reasonably necessary for enrolment, program delivery, family communication, safety, compliance, administration, payment processing and service improvement.

- Student information, including name, preferred name, date of birth, school, year level, address, learning needs, attendance, homework, assessments, tutor notes, IXL or other learning-account details and program participation.
- Parent, carer and emergency contact information, including name, relationship, address, phone number, email address, authorised collection arrangements and consent records.
- Sensitive information, including health, medical, allergy, medication, disability, access, cultural, language, safety and wellbeing information, where collected with consent or where otherwise permitted by law.
- Staff, tutor, contractor and volunteer information, including identity, contact details, qualifications, training, suitability, Blue Card or exemption status, compliance records and incident records.
- Payment and administration information, including invoices, receipts, payment status, donation records, sponsorship details and limited transaction information. Araya should not store full payment card numbers unless a compliant payment provider or secure system is used.

3. Collection Method and Notice

Araya Tuition may collect information directly through enrolment forms, website forms, parent communications, student sessions, staff or volunteer applications, payment processes, telephone calls, emails, learning platforms, incident reports and authorised third-party services.

Where practicable, Araya will tell individuals why information is collected, whether collection is required, how it will be used, who it may be disclosed to, and how privacy questions or complaints may be made.

4. Use and Disclosure

Araya Tuition may use and disclose personal information for the primary purpose for which it was collected and for related purposes reasonably expected by the individual, including enrolment assessment, tuition delivery, mentoring, attendance management, emergency response, safety planning, payment administration, reporting to parents or carers, staff supervision and compliance.

Information may be disclosed to authorised staff, tutors, volunteers, contractors, parents or carers, payment processors, website and hosting providers, learning platforms such as IXL or Khan Academy, professional advisers, insurers, regulators, law enforcement, child protection agencies, medical responders or other parties where authorised by consent or required or permitted by law.

5. Third-Party Services and Overseas Disclosure

Araya Tuition may use third-party services for website hosting, email, cloud storage, payment processing, analytics, learning platforms, communications, database hosting and document management. These providers may collect, store or process personal information on Araya's behalf.

Some providers may store or access information outside Australia. Where practicable, Araya will choose reputable providers, limit the information shared, use available security controls and require appropriate confidentiality and data-handling protections.

6. Security, Retention and Data Breaches

Araya Tuition will take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, unauthorised modification and unauthorised disclosure. Reasonable steps may include role-based access, strong passwords, one-time codes, staff induction, secure storage, data minimisation, backups and access review.

Personal information will be retained only for as long as reasonably required for program, legal, accounting, insurance, child safety and record-keeping purposes. When information is no longer required, Araya will take reasonable steps to securely delete, de-identify or archive it.

If Araya becomes aware of a data breach, it will assess the incident promptly and, where the Notifiable Data Breaches scheme applies and an eligible data breach has occurred, notify affected individuals and the Office of the Australian Information Commissioner as required by law.

7. Access, Correction and Complaints

Individuals may request access to, or correction of, personal information held by Araya Tuition by contacting reception@arayatuition.com. Araya may need to verify identity before responding and may refuse or limit access where permitted by law, including where access would affect another person's privacy or safety.

Privacy complaints should be made in writing where possible. Araya will acknowledge and review complaints within a reasonable time. If a person is not satisfied with the response, they may contact the Office of the Australian Information Commissioner or another relevant regulator.