Privacy & Data Security Fact Sheet

A plain-English summary of how AchievoEDU handles student data. Designed for sharing with parents, your P&C, or your school board.

1. What data does AchievoEDU collect?

AchievoEDU collects only the minimum data necessary to operate the platform effectively. The table below lists every category of data we collect and explains why.

Data Type	What it includes	Why we collect it
Student profile	Name, year group, class, school-issued email address, date of birth, student id	To create and manage student accounts within the platform
Activity data	Points earned, badges awarded, Reward Store purchases, goals set and completed	To power the recognition and reward features that form the core of the platform
Wellbeing check-ins	Daily mood and wellbeing responses on a picture scale	To support pastoral care, responses are only visible to designated pastoral staff
Login data	Login times, session duration, device type	For platform security and to help identify students who may have disengaged
Parent/carer details	Name and email address of linked parent or carer accounts	To provide access to the parent portal and send account notifications

WHAT WE DO NOT COLLECT

We do not collect home addresses, phone numbers, financial information, photos or images, government identifiers, or any sensitive personal information beyond the wellbeing check-in responses described above.

2. How is data stored?

We take a security-first approach to data storage. All student data is kept within Australia and protected by industry-standard controls.

Security Measure	Details
Australian Data Centres	All data is stored exclusively on Microsoft Azure infrastructure in the Sydney region. No data is stored outside Australia.
Encryption at Rest	All stored data is encrypted using AES-256 encryption, the same standard used by banks and government agencies.
Encryption in Transit	All data transmitted between your browser or app and our servers is encrypted using TLS 1.2 or higher.

Security Measure	Details
Backups & Isolation	Automated backups run daily. Each school's data is logically separated, no cross-school data access is possible.

3. Who can access student data?

Access to student data is strictly role-based. Each user type can only see the data relevant to their role, and no access is given to any external party.

Who	What they can access
The student	Their own profile, points balance, badges, achievements, and goals
Class teachers	Points they have personally awarded; engagement statistics for their own class only
Admin / Deputy Principal	All student data within their school, no access to data from other schools
Pastoral care staff	Wellbeing check-in responses and any flagged concerns for students in their care
Parents / carers	Their own linked child's profile, points, badges earned, and activity summary only
AchievoEDU support staff	Anonymised and aggregated data only. Identifiable student data is accessed only with the school's written permission, solely for resolving a specific technical support issue.
Third parties	NEVER — Student data is never sold, shared, licensed, or provided to any third party for any purpose.

4. Australian Privacy Act Compliance

AchievoEDU is designed and operated in full compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). Here is what that means in practice:

- We maintain a publicly accessible Privacy Policy at achievoedu.com.au/privacy that sets out in plain English exactly how we handle personal information.
- Before any school goes live on the platform, it enters into a formal Data Processing Agreement (DPA) with AchievoEDU that defines each party's data obligations.
- AchievoEDU operates as a data processor, the school at all times remains the data controller and retains full ownership of its students' data.
- We do not use student data for any purpose other than providing the features and functionality of the AchievoEDU platform.
- We do not run targeted advertising, build commercial profiles, or use student data for any analytics that extend beyond school-facing reporting.
- We notify schools promptly in the event of any data incident and comply with the mandatory data breach notification obligations under the Privacy Act.

NOTIFIABLE DATA BREACHES

Under the Privacy Act 1988 (Cth), AchievoEDU is required to notify the Office of the Australian Information Commissioner (OAIC) and affected individuals of any eligible data breach. We maintain an internal Incident Response Plan to ensure swift and transparent communication in the unlikely event of an incident.

5. Data Retention and Deletion

- Active data: Student data is retained for the full duration of the school's subscription and remains accessible to staff with appropriate permissions.
- Year-end archiving: At the end of each school year, data is archived within the platform. Schools can export a full data extract at any time via the admin dashboard.
- Subscription end: When a school's subscription ends, all identifiable student and parent data is permanently deleted within 30 calendar days. Schools receive a final export opportunity before deletion occurs.
- On-request deletion: Schools can request immediate data deletion at any time by emailing contact@achievoedu.com.au. Requests are fulfilled within 10 business days.
- Student departures: When a student leaves the school, the school administrator can delete that student's data from the platform on request, or at their next annual review cycle.

6. Parental Rights

Under the Australian Privacy Act, parents and carers have a number of rights in relation to their child's personal information held on the AchievoEDU platform.

- Access: View your child's data at any time via the parent portal. A full data summary is available on request.
- Copy: Request a written copy of all personal information we hold about your child. Requests are fulfilled within 10 business days at no charge.
- Correction: Request that we correct any inaccurate or out-of-date information about your child.
- Deletion: Request that your child's data be deleted from the platform. Requests are processed within 10 business days.
- Withdraw consent for wellbeing check-ins: You may request at any time that your child's wellbeing check-in data no longer be collected or retained.

HOW TO MAKE A REQUEST

All data access, correction, and deletion requests should be directed in the first instance to your school administrator. Alternatively, you may contact AchievoEDU directly at contact@achievoedu.com.au or privacy@achievoedu.com.au. We respond to all privacy enquiries within 2 business days.

7. Further Information

Resource	Location
Full Privacy Policy	achievoedu.com.au/privacy
Terms of Use	achievoedu.com.au/terms

Resource	Location
Security Overview	achievoedu.com.au/security
Data Processing Agreement	Available on request — contact contact@achievoedu.com.au
Privacy enquiries	privacy@achievoedu.com.au or contact@achievoedu.com.au