

BRIGHTSPACE EDUCATION

Privacy Policy

Last updated: September 2026

1. Information I May Collect

Depending on the tutoring arrangement, I may collect personal information needed to provide and manage tutoring services.

Parent/Carer information may include name, email address, phone number, payment and billing information, and information needed to arrange and manage tutoring.

Student information may include name, year level, school where relevant, learning goals, areas requiring additional support, lesson notes, progress information and information provided by the Parent/Carer that is relevant to tutoring.

I aim to collect only information that is reasonably necessary for providing and managing tutoring services.

2. How Information Is Used

- Arrange and provide tutoring sessions.
- Communicate with Parents/Carers.
- Plan lessons appropriate to the student's needs.
- Manage bookings and scheduling.
- Process payments.
- Maintain appropriate business records.
- Respond to enquiries.
- Meet legal or regulatory obligations where applicable.
- Address genuine child-safety or safeguarding concerns where necessary.

3. Third-Party Platforms and Services

Brightspace Education uses trusted third-party platforms to operate the business and provide tutoring services. These include:

Wix – website hosting and website enquiry forms. Google Workspace / Gmail – business email and communication with Parents/Carers. Google Calendar – scheduling and managing tutoring sessions. Zoom – online tutoring sessions. Stripe – processing tutoring payments. Google Drive / Google Docs – storing and managing relevant student resources, homework, lesson reports and business documents.

These providers may collect or process personal information as necessary to provide their services. The information shared with these providers is limited to what is reasonably necessary for the relevant purpose. Each provider has its own privacy policy, terms and security practices.

4. Payment Information

Payments may be processed through Stripe. Payment card details are processed by the relevant payment provider rather than being unnecessarily stored by me. Stripe has its own privacy and security practices.

5. Online Tutoring and Recordings

Tutoring sessions are provided through Zoom. Sessions will not be recorded unless this has been separately discussed and agreed with the Parent/Carer. If a session is recorded, the purpose and handling of the recording will be discussed beforehand.

6. Storage & Security

I take reasonable steps to protect personal information against loss, misuse, unauthorised access, modification or disclosure. Information may be stored electronically using password-protected systems and reputable service providers.

I will retain personal information only for as long as reasonably necessary for the purposes for which it was collected, or where retention is required by law.

7. Disclosure of Information

Personal information will not be sold. Information may be disclosed where reasonably necessary to provide tutoring services, process payments, operate business systems and platforms, meet legal or regulatory requirements, address a genuine child-safety or safeguarding concern, or protect the safety of a student or another person.

8. Student Information

Because tutoring involves children, student information will be handled with particular care. I will aim to collect and use only information that is reasonably necessary for providing tutoring or managing the tutoring relationship.

Parents/Carers should avoid providing unnecessary sensitive or highly personal information about their child unless it is relevant to their tutoring or wellbeing.

9. Accessing or Correcting Information

Parents/Carers may contact me if they have questions about personal information held about them or their child, or if they believe information needs to be corrected.

Email: emma@brightspaceeducation.com

I will consider reasonable requests in accordance with applicable privacy requirements.

10. Privacy & Children

I recognise that children require particular care when personal information is collected and used. I will take reasonable steps to ensure that information relating to students is handled appropriately and only used for legitimate tutoring, administration, safety or legal purposes.

11. Overseas Storage or Processing

Some third-party service providers used by Brightspace Education may store or process personal information outside Australia. This may include information handled through platforms such as Wix, Google, Zoom and Stripe.

Where information is handled overseas, the relevant provider's privacy terms and practices may apply. I will take reasonable steps to use reputable providers and handle personal information appropriately. Where applicable, information about overseas disclosure will be handled in accordance with Australian privacy requirements.

12. Privacy Concerns

If you have a concern about how your personal information or your child's information has been handled, please contact me first so that I can consider and respond to the concern.

Email: emma@brightspaceeducation.com

13. Questions About Privacy

If you have any questions about how your personal information or your child's information is handled, please contact:

Brightspace Education Email: emma@brightspaceeducation.com

14. Updates to This Policy

This Privacy Policy may be updated from time to time to reflect changes to my business, technology, privacy practices or applicable legal requirements. The current version will be made available on my website.