

Privacy Information Statement – Hero

What is a Privacy Information Statement?

When a digital service or application is utilised as part of the teaching and learning curriculum, we require your consent to allow collection, use and disclosure of your child's personal information including when data is transferred and held in cloud-based storage offshore, outside Australia. The following Privacy Information Statement provides information about the application to allow informed consent to be provided.

What is Hero?

Hero is a primary school focused central platform with many functions such as providing streamlined reporting and communication between school and home. It is actively set to the Australian school curriculum and provides a digital student portfolio that captures shared learning experiences through media, images, and videos.

What data is collected?

Personal data collected for use of this application is the teacher's name and email and school information. Student full name, date of birth, email and Unique Pupil Number, UPN, is captured. Parent full name and email address is captured to enable communication between school and home. Student images, videos and work will be captured and uploaded to the digital student portfolio.

How is the data used?

Parent information is required to register the parent account to receive messages via the communication portal and to be provided access to the student digital portfolio. Student information will be uploaded through the digital student portfolio which may include images, videos, and pieces of work for parent access to view and comment.

Is the data secure?

Hero state they provide security and online safety awareness programs to ensure employees and contractors understand their roles and responsibilities when managing the Hero application. Hero adheres to the New South Wales Privacy and Personal Information Act, which is similar to the NT Information Privacy Principles.

Who has access to the data?

School administrators, and teachers will have access to data held within Hero. Hero employees and third-party contractors will also have access, though Hero state that contractors do not have access to personal data. Hero helpdesk employees based in New Zealand will also have access to data.

When is the data deleted?

Hero state they keep personal information for the duration of the relevant subscription. Once the subscription has come to an end Hero will delete the personal information and data after 30 days. Schools are responsible to contact Hero to request deletion of personal information of exiting students or when no longer required.

Where is the data?

Data is stored outside of Northern Territory but within Australia in Victoria and New South Wales. Cloudflare are the third-party hosting provider.

Further Information

<https://our-hero.com>

<https://our-hero.com/au/privacy/>

Education privacy information:

[Department of Education Privacy Policy](#)

For further information on the *Northern Territory Information Act* and *Information Privacy Principles*:

[Home | The Office of the Information Commissioner Northern Territory](#)

Feedback regarding the Department of Education's management of this service can be made through your school or the [Make a complaint about a school | NT.GOV.AU](#)