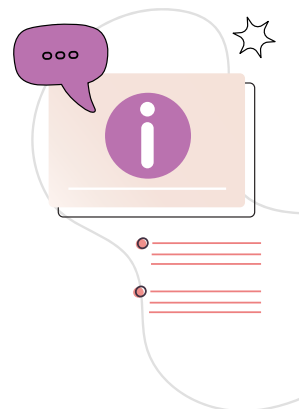# Webex

Information for Parents and Carers

Webex

Information for Parents and Carers

This guidance is for parents and carers of students who are using the Victorian Department of Education's (the department) provision of Webex by Cisco.

What is Webex?

Webex is a videoconferencing platform that is available to all Victorian government schools and department staff.

Webex allows students to connect remotely for class, as well as provides opportunities for schools to interact with a range of educational experiences such as with experts from art galleries, museums, zoos, science centres and language providers. In addition, it can provide an online option to facilitate parent-teacher meetings and interviews.

The use of student accounts by has been disabled by the department by default. This has been enacted to enhance compliance with department policies, including the adherence to the Child Safe Standards. Students can only enter a meeting by invitation of a teacher.

For more information visit the Webex page on **Arc**.

Privacy information and personal data collection

What personal information will be collected and why?

Webex collects and uses information about students to identify them when joining a meeting to ensure only users invited to the meeting can participate effectively. The following table tells you what information is collected and why.

Whose and what information	Why this information is collected
Student email address	To gain access

In addition to the above, where appropriate and permitted or required by law, school staff or service providers may access information for other purposes e.g. for the provider to provide technical support.

How does the department and your school protect personal and other information?

We will ensure that information is handled in accordance with the school's policies including: **Schools' Privacy Policy, Cybersafety and Responsible Use of Digital Technologies Policy** and **Digital Learning in Schools Policy**. These detail how we expect online learning systems, including Webex, to be used at school and at home.

We will manage your child's information, including how it is stored and how long it is kept, in **Learning in Schools Policy**. These detail how we expect online learning systems, including Webex, to be used at school and at home.

We will manage your child's information, including how it is stored and how long it is kept, in accordance with the department's **Record Management Policy** for schools.

We will help your child to use Webex safely by providing them with technical support or any other assistance that they require. You can assist by having conversations with your child about eSafety and ensuring that your child is comfortable raising any issues with you and their teacher. Your schools' student **Acceptable Use Agreement** can support this conversation.

We recommend that parents and carers monitor their child when learning from home and contact the school if they have any concerns related to the use of Webex. Information about how Cisco handles personal information can be found in their **privacy policy**.

Data location

Cisco stores your child's data on servers in Sydney, Australia and Tokyo, Japan.

Safety

How is my child protected when using online products?

The department ensures that the use of digital technologies in schools supports and enables student learning, and is safe, balanced and appropriate. Accordingly, the department's Webex licence ensures that students are protected from unauthorised contact. Students can only be contacted by teachers and other students. Any interaction with outside organisations is by invitation only and will be actively monitored by a teacher.

Students will not receive advertising or marketing material through their Webex account. Students will not be contacted directly by Cisco. Should you or your child be contacted by someone claiming to be from Cisco, you should contact your child's school immediately.

How can you help protect your child's information?

- Remind your child to keep their password safe and not share it with others.
- Talk about appropriate use of technology at home and at school.
- Remind your child that anything uploaded or messaged in Webex can be viewed by teachers.

Students should not share personal or sensitive information about themselves or other students or their teachers online. This includes:

- personal mobile or home phone numbers or home address, including that of other students
- personal photographs and video clips unrelated to schoolwork
- sensitive information such as health details including that of other students
- bank account details
- information that could be used to discriminate against the student or another including information about racial or ethnic origins and/or religious beliefs.

Webex videoconferencing sessions can be recorded by the host. If required, schools must comply with the department's **Photographing, Filming and Recording Students Policy** and have the required permissions prior to recording.

We encourage parents and guardians to visit the **eSafety Commissioner website** where there is helpful advice for parents to ensure their children have safe, enjoyable experiences online.

What if you have questions?

You do not need to do anything for your child to have access to Webex. However, if you have any questions or concerns regarding your child using Webex or you do not want your child to participate, please contact your child's school to discuss your options.