

Microsoft 365

Information for Parents and Carers



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This guidance is for parents and carers of students who are using the Victorian Department of Education's (the department) provision of Microsoft 365.

In this document, please find information on:

- Privacy information and personal data collection
- Safety
- Microsoft 365 Products

What is Microsoft 365?

Microsoft 365 provides learning tools that enable collaboration. All Microsoft 365 tools meet high **security and privacy standards** to keep schools, students and their data safe. Microsoft 365 enables secure learning environments with a comprehensive set of security features so the department can set policies, control user access, monitor data, and quickly respond to security issues.

Microsoft 365 is selected as a tool for Victorian schools so we can:

- help every student do their best work, by introducing flexible and personalised learning
- help educators put more time back in their day, and connect more meaningfully with students
- help parents, guardians and families support their children while distance learning and foster the important connection between the school and the home.
- help IT Administrators set up and manage education tools and settings, with the ability to scale as the unique requirements of school changes.

For more information visit the Microsoft 365 Education page on [Arc](#).

What if I have questions or concerns about my child's access to Microsoft 365?

If, after reviewing the information you have questions or concerns about your child's access to Microsoft 365, please contact your child's school. Should you decide to opt out of this product on behalf of your child, alternative arrangements for undertaking schoolwork will be made by the school.

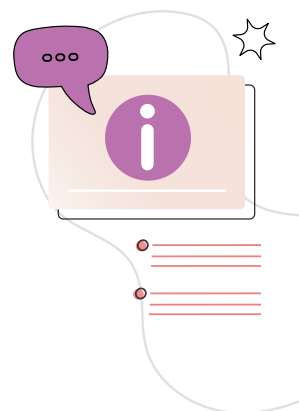
Privacy information and personal data collection

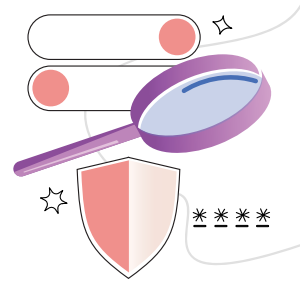
What personal information will be collected and why?

Microsoft 365 collects and uses information about students in order to register them as users and to allow your child to use the system effectively. The following table tells you what information is collected and why.

Whose and what information	Why this information is collected
Student department username	To gain access
Student department email address	To gain access
Student year group	To gain access
Student school name	To gain access
Student personal system settings	For application personalisation
Student created content	For assessment

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. As part of providing its services, Microsoft may also collect device information, log and location information as detailed in the Microsoft Privacy Statement.





Is this data secure?

Microsoft is committed to protecting the privacy and security of all users, including students. Microsoft has strong security systems in place to keep personal information secure, including encryption protocols which create barriers against unauthorised access to data.

Microsoft's physical data centre access is restricted to authorised personnel, and multiple layers of physical security are implemented. Microsoft support personnel are only able to access user data in extremely limited circumstances, and subject to rigorous approval and oversight. Microsoft builds and operates their own secure servers and platform services and makes it easy for administrators to monitor and manage data security.

Schools are responsible for training staff to use Microsoft products, creating and monitoring access permissions and monitoring staff and student use of Microsoft products.

Who owns the data?

The department owns the data, including all student data. It is Microsoft's responsibility to keep it secure.

Questions about privacy can be directed to the department's Privacy team who can be contacted via email: privacy@education.vic.gov.au

You can also submit a privacy complaint to the department [here](#).

Complaints regarding Microsoft's management of this service should be directed to Microsoft or the **Office of the Victorian Information Commissioner**. Further information on how Microsoft uses personal information can be found in the **Microsoft Privacy Statement**.

What happens if a student needs to retrieve data?

Administrators have access to Microsoft 365 Admin Centre to retain, hold, search and export data in support of the department's data retention and needs.

Only department administrative users who are set up with Microsoft 365 Admin Centre can access the tools.

Where is the data stored?

Student data is stored across Microsoft's data centres in Australia, with the exception of Microsoft Sway and Microsoft Forms data which is stored in the United States of America.

Learn more about **Microsoft's Data Centres**.

When is data deleted?

The department retains all user data on an ongoing basis.

How is the data used?

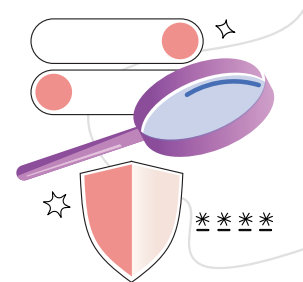
Microsoft may use student data for the following purposes:

- to provide Microsoft 365 services
- to troubleshoot issues with Microsoft 365 services
- to maintain and improve Microsoft 365 services.

Microsoft may not use student data for the following purposes:

- to build profiles of students based on their data and their use of Microsoft online services
- to create advertisements based on student data or use of Microsoft online services
- use student online usage patterns to research new functionality, products or services.

Details of Microsoft's use of data can be found in the **Microsoft Privacy Trust Centre**. Microsoft will only disclose this data at the direction of the department or if compelled to do so by law.



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 Microsoft 365, 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 Microsoft 365 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 Microsoft 365.

Information about how Microsoft 365 Education handles personal information can be found in their **privacy policy**.

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 Microsoft 365 Education licence ensures that students are protected from unauthorised contact.

This includes:

- document sharing is limited to users within the department's Microsoft 365 environment
- only teachers can initiate a video conferencing call using Microsoft Teams - students are not enabled to call each other or people outside the school organisation.

Students will not receive advertising or marketing material through their Microsoft 365 Education account. Students will not be contacted directly by Microsoft 365 Education. Should you or your child be contacted by someone claiming to be from Microsoft 365 Education, 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 to Microsoft 365 Education may be viewed by teachers

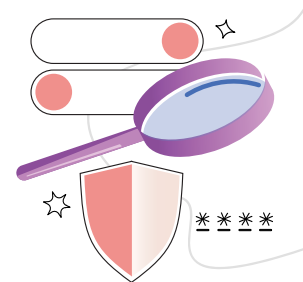
Students can safely share and save school related work. This includes:

- Class presentations
- Conversations about classwork or assignments
- School related contact details
- Class related media – videos, photos, audio, document files
- Whiteboard notes
- emails between students regarding schoolwork (if enabled).

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.

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



Microsoft 365 Products

The department has approved the use of the following products within the Microsoft 365 platform:

- Microsoft Teams
- Microsoft OneDrive
- Microsoft Word
- Microsoft PowerPoint
- Microsoft Excel
- Microsoft Forms
- Microsoft Sway
- Microsoft OneNote & Class Notebook
- Microsoft SharePoint
- Microsoft Stream
- Microsoft Calendar
- Microsoft People
- Microsoft Whiteboard
- Microsoft Outlook
- Minecraft Education Edition

Additional Microsoft 365 Education products that can be turned on by your child's school:

- Microsoft Dynamics 365
- Microsoft Lists
- Microsoft Planner
- Microsoft Lists
- Microsoft Power Apps
- Microsoft Power Automate
- Microsoft Power BI Basic
- Microsoft Project
- Microsoft To Do

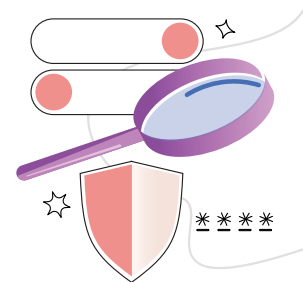
The online Microsoft 365 services offered may be updated from time to time but are only made available to students once they have been reviewed and approved by the department.

How will my child use Microsoft 365 products?

Students are issued with a department username, email address and password by their school. They will use this information to log in to their Microsoft 365 account.

Once logged into Microsoft 365, students can either choose to use the tools in the browser or can install Microsoft products on their device. Students have access to 5 copies of Microsoft 365 products. Apps are also available for Android and Apple devices. Using the browser means that students will need to rely on a stable internet connection to use the products.

Please refer to Microsoft's Guidance for Parents and Guardians [here](#).



Microsoft Teams

Microsoft Teams is a virtual, online team space that can only be set up by a teacher at your child's school. Only students who are added to a Microsoft Team by a teacher can access the environment.

Using Microsoft Teams, teachers can post updates, create assignments, schedule Teams meetings and share resources. Students can upload work and use Microsoft Teams to communicate and collaborate with their peers and teachers.

If you would like to find out more, please visit [Microsoft Teams: Online & Remote Classroom](#).

Settings by default:

Students can:	Yes	No
Create a Microsoft Teams		X
Join a Microsoft Teams when invited by their teacher	X	
Invite other students to a Microsoft Teams		X
Invite an external user to a Microsoft Teams		X
Complete assignments and submit them to their teacher	X	
Start a private chat with other students*		X
Plan a Microsoft Teams meeting with other students		X
Be in a Microsoft Teams meeting without a teacher		X

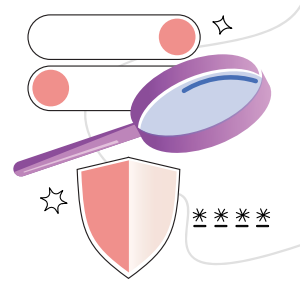
*A School Principal can elect to change the default settings in Teams to enable private chat for students.

OneDrive

OneDrive is an online cloud storage system where students can access and create all their documents in one place. Within OneDrive, students can create and access all documents including Word, PowerPoint and Excel.

Here are some of the settings in place to ensure OneDrive is safe and secure:

Students can:	Yes	No
Create Word, Excel, PowerPoint, Forms, OneNote	X	
Share their files with other students and teachers	X	
Download copies of their documents	X	
Share their OneDrive with an external user		X



Microsoft Word, PowerPoint, Excel, Forms and Sway

Microsoft Word is a word processing tool that students can use to create documents. They can create Word documents collaboratively with other students by sharing the document.

PowerPoint is a presentation tool that students can use to create visual presentations. They can create a presentation collaboratively with other students by sharing the PowerPoint file.

Excel is a spreadsheet tool that students can use to collect and present data. They can create Excel spreadsheets collaboratively with other students by sharing the document.

Microsoft Forms is a tool available that can be used to create assessments and quizzes. Students can create Microsoft Forms and share them with others. It will automatically generate an Excel spreadsheet displaying all data collected.

Microsoft Sway is a digital storytelling tool that can be used for presentations and for sharing work. Students can create a Sway and share them with others.

Here are some of the settings in place to ensure Microsoft Word, PowerPoint, Excel, Forms and Sway are safe and secure:

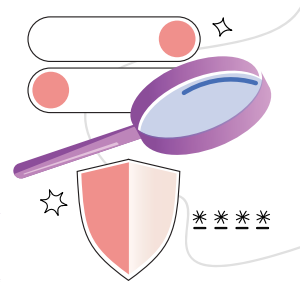
Students can:	Yes	No
Create Microsoft Word, PowerPoint, Excel, Forms, Sway	x	
Share Microsoft Word, PowerPoint, Excel, Forms and Sway with another student or teacher	x	
Share Microsoft Word, PowerPoint, Excel, Forms and Sway with an external user		x

SharePoint

SharePoint enables students and teachers to create a website using templates provided by Microsoft. Only teachers can publish a site.

Here are some of the settings in place to ensure SharePoint is safe and secure:

Students can:	Yes	No
Create a SharePoint site	x	
Can share SharePoint site with anyone		x
Publish their own SharePoint and share it publicly		x
Can share a SharePoint site with their teacher or students at their school	x	



OneNote and Class Notebook

OneNote is a digital notebook that can be used to organise and take notes. Class Notebook is a collaborative notebook that teachers can use to share content.

Here are some of the settings in place to ensure OneNote and Class Notebook is safe and secure:

Students can:	Yes	No
Create a OneNote	X	
Create a Class Notebook		X
Share their own OneNote with another student or teacher	X	
Share their OneNote or Class Notebook publicly		X

Stream

Stream is a video service where students can upload, view and share videos within the department Microsoft 365 environment.

Here are some of the settings in place to ensure Stream is safe and secure:

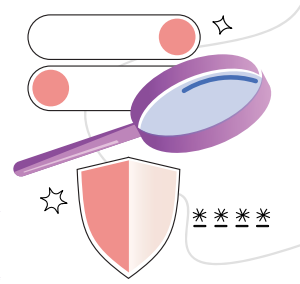
Students can:	Yes	No
Upload a video to Stream		X
Publish a video publicly		X
Share a video on Stream with other students and teachers	X	

Calendar

Using Calendar, students can stay organised by planning their time effectively. Students can set reminders and schedule events. Teachers can send events to students, such as a Microsoft Teams meeting. Teachers can view a student's calendar to ensure they are available for a meeting time.

Here are some of the settings in place to ensure Calendar is safe and secure:

Students can:	Yes	No
Create an event or reminder	X	
See other students' calendars	X	
Create an event and invite someone who is not a student or teacher		X
Receive calendar invites from their teacher or other students	X	



People

Microsoft People enables students to create their own online address book. They may add a contact such as their teacher or other students in their class.

Here are some of the settings in place to ensure Microsoft People is safe and secure:

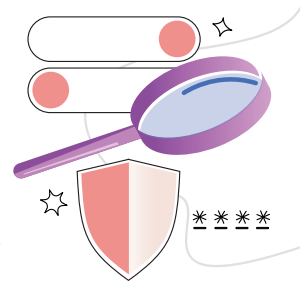
Students can:	Yes	No
Create or add a contact	X	
Communicate with a contact they have added that is not another student or teacher		X

Whiteboard

Students and teachers can collaborate and share ideas and information using Whiteboard as a virtual whiteboard. Teachers can share Whiteboards with their students.

Here are some of the settings in place to ensure Whiteboard is safe and secure:

Students can:	Yes	No
Create a Whiteboard	X	
Join a Whiteboard created by a teacher	X	
Join a Whiteboard created by a student	X	
Join a Whiteboard created by an external user		X
Share a Whiteboard with an external user		X



Outlook

Outlook is an email service which enables students to send emails to other students and their teacher. Please note, Outlook permissions are currently under review. Parents can opt out of their child using Outlook.

Here are some of the settings in place to ensure Outlook is safe and secure:

Primary school aged students can:	Yes	No
Send and receive emails from general users outside the department environment		X
Send and receive emails from commonly used sites that support teaching and learning	X	
Email other students and teachers	X	

Secondary school aged students can:	Yes	No
Send and receive emails from users outside the department environment	X	
Email other students and teachers	X	

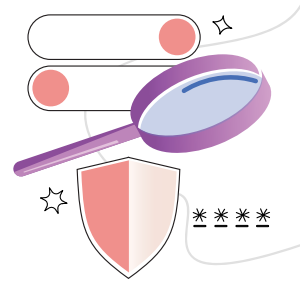
Where external access is available, schools must consider and take actions to protect students, including those who may be vulnerable or have disability.

Minecraft: Education Edition

Minecraft: Education Edition is a collaborative, open world game about breaking and placing blocks. Students are using Minecraft to design and build worlds with other students and when learning across the curriculum.

Here are some of the settings in place to ensure Minecraft: Education Edition is safe and secure:

Students can:	Yes	No
Create a Minecraft world	X	
Host a world and share it with other students	X	
Join a world hosted by another student	X	
Host or join a public world		X



Other Microsoft 365 tools available

Dynamics 365: Schools can make use of Microsoft Dynamics to gain insights into student data and analytics so educators can help students improve learning.

Planner: Students can create plans using Microsoft Planner. They can organise and share files with other students and teachers, assign tasks and receive updates.

Power Apps: Power apps enables students and teachers to build mobile and web apps using data.

Power Automate: Create workflows between your apps, files and data to automate time consuming tasks. Power Automate enables you to create rules for notifications, synchronising files and collecting data within Microsoft 365.

Power BI Basic: Create actionable, dynamic and engaging data dashboards that can be shared with others. Identify patterns and create meaning from your own data or public sets of data.

Project: Students can create project plans using Microsoft Planner. They can organise and share files with other students and teachers, assign tasks and receive project updates.

To Do: Students can use To Do to keep track of all their tasks in one place. Students can add tasks and organise them by priority.

Lists: Allows students and teachers to create, share and track data.