



Australian Government
**Office of the Australian
Information Commissioner**

Office of the Australian Information Commissioner

Children's Online Privacy Code Workbook

Parents and carers
Have your voice heard



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We recognise Aboriginal and Torres Strait Islander peoples as the traditional owners of the land we live on – Australia. They were the first people to live on and use the land and waters.

You can think of us like 'privacy police'.



Who are we?

The Office of the Australian Information Commissioner (OAIC) is the independent national regulator for privacy and freedom of information. We promote and uphold your rights to access government-held information and to have your personal information protected.

The Office of the Australian Information Commissioner (OAIC) wrote this document. When you read the word 'we', it means the OAIC.

What is the OAIC

We are the Australian Government's privacy regulator, and our goal is to protect the privacy of Australians.

When we refer to 'children' and 'young people' we mean individuals under the age of 18.

This workbook is **recommended for parents and carers (people who have parental responsibility of a child)**.

What is online privacy?

Online privacy is about protecting personal information. For the purposes of this workbook, we are specifically talking about the protection of children's personal information, such as their name, address, email, phone number, school, date of birth, photos or videos of them, location, and online activity.

It is estimated that by the time a child turns 13, around 72 million pieces of data will have already been collected about them.

Protecting children's personal information ensures that their data remains secure and is not misused, helping to prevent risks like scams, identity theft or data breaches.

This often gets confused with online safety, which focuses on protecting children from harm, such as cyberbullying, abuse and inappropriate content. While both are important, the eSafety Commissioner (eSafety) is the Australian Government's independent online safety regulator, while we (OAIC) are focused on keeping your personal information protected. You can read more about eSafety's work here: www.eSafety.gov.au.

Protecting children’s personal information online is one important step to protecting their online privacy.

Think about **online privacy** like a stage where you watch school assembly or a music concert, where the frontstage and backstage are separated by a curtain.

The frontstage is in front of the curtain and is where everyone in the audience can see what is happening. The frontstage is like where you and your child, as well as other people, share things about your child online for other people to see (like sharing photos of your child with your friends and family).

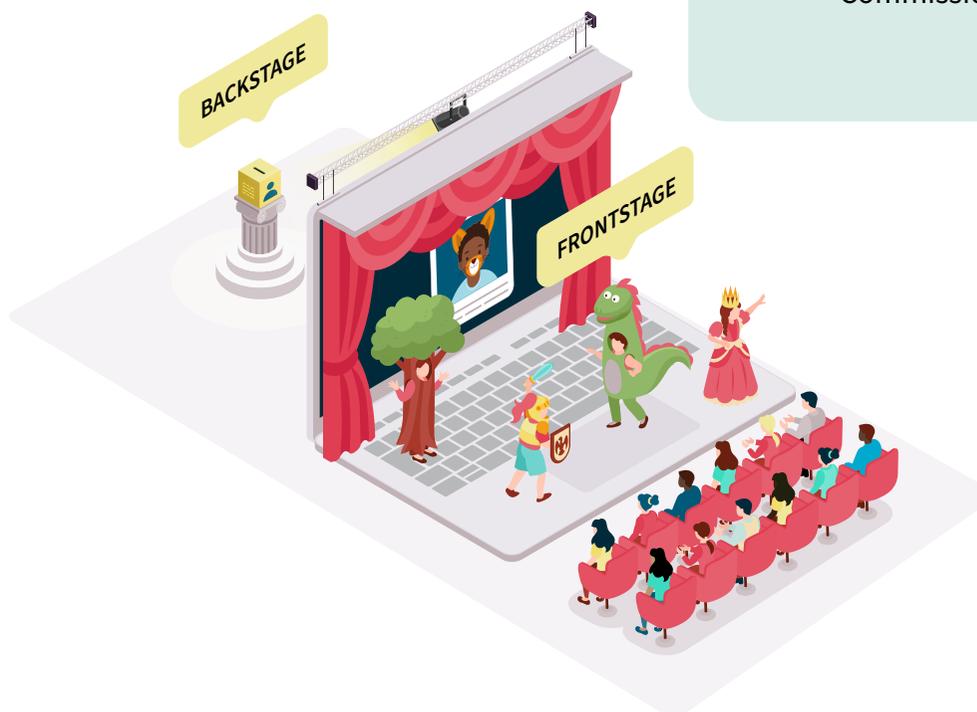
To help protect your child’s online privacy frontstage, you and your child, as well as other people (like family, friends, school and clubs), need to think carefully about what is shared publicly for others to see.

The backstage is behind the curtain and is where only the people running the show can see what is happening. The backstage is like where your child shares their personal information with an app, game, or website to use that online service.

This workbook is intended to explain the main rules of the Code in an accessible way. It does not reproduce the Code’s legal text, and the language has been adapted and simplified to support understanding. The official ‘Exposure Draft’ of the Code remains the authoritative source.

To help protect your child’s online privacy backstage, online services need to take care of the personal information you and your child choose to share with them.

The Code focuses on protecting your child’s online privacy backstage. It does this by shining a light on what happens to children’s personal information behind the curtain, telling online services how to take care of children’s personal information, and giving you and your child more control with what happens to their personal information online.



You can ask for help to read this document.

A friend, family member or support person might be able to help you. If you speak a language other than English and need help with this document, please call the Translating and Interpreting Service on [131 450](tel:131450) and ask the operator to contact the Office of the Australian Information Commissioner on [1300 363 992](tel:1300363992).

About the Code

What is the Children's Online Privacy Code?

The Children's Online Privacy Code (we call it **the Code**) creates special rules for online services that will help protect the privacy of children (people under the age of 18) when using the internet.

This new Code will help **protect children's online privacy** by telling many online services, like apps, games, and websites, how they need to follow special privacy rules when taking care of children's personal information online (things like your child's name, address, email, phone number, school, date of birth, photos or videos of them, location, and online activity).

The Code will apply to many apps, games, and websites that are used by children or collect personal information about children.

Why do we need a Children's Online Privacy Code?

The Code is being developed to help make the internet a place that recognises the importance of children's privacy and takes steps to protect the privacy of young people.

When online services follow the Code, you and your child will be given the chance to learn more about what happens to their personal

information online. This will allow you and your child to have more control and the ability to choose what personal information you want to share with the online service.

Having more control about what online services do with your child's personal information helps protect your child's online privacy.

Where can I see a copy of the draft Children's Online Privacy Code?

The Children's Online Privacy Code is currently a draft.

The official draft Code is a long legal document. That is why we have worked with a group of young people to make child-friendly guides to help explain the draft Code.

We explain what is in the draft Code throughout this workbook. But you can read either a short or extended (longer) guide that also helps explain the draft Code. Learn more about our child-friendly guides and the official draft Code at www.oaic.gov.au/privacyforkids.

When will we finish writing the Children's Online Privacy Code?

The Code will be ready by 10 December 2026.

How can I help?

We have created some activities in this workbook for you to do. Please send us your answers when you're finished.

How do I submit my responses?

Submit your answers by emailing this pdf to copc@oaic.gov.au or answer the questions through one of the online forms which you can access from our webpage www.oaic.gov.au/copc.

The due date for this workbook is **5 June 2026**.

We might publish your response on our website. It will be anonymous: this means that no one will know who you are or what responses you submitted. Please don't write your name or any personal details on this workbook.

Key terms

You can learn more key terms via our webpage www.oaic.gov.au/keyterms

Apps

A computer program or software that has been created for a special reason, that you or your child can download onto a phone, laptop, tablet or smart watch. Examples include: a learn to read app, a recipe app, a shopping app, a gaming app, a social media app, a messaging app, a government app.

Bare minimum

The smallest amount of personal information needed to run an app, game, or website.

Location tracking

When a feature of an online service allows your child's physical location to be seen by other people.

Neither

When something is not one or the other.

Online activity

Means the things that your child does online, for example who they message, who messages them, whether they buy something online, what photos and videos they look at a lot.

Online service are things like an online app, game or website.

Parental controls

A feature of a device, app or website that allows parents to monitor or restrict what their children see or do online, including the ability to control how their child's data is shared.

Permanently deleted

Means your child's personal information record is gone forever and there is no way to get it back.

Permission

When your child says yes or no to an online service asking if they can give them their personal information. (This is also known as 'Consent')

Personal information

Information about who your child is or what they do, including things like their name, address, email, phone number, school, date of birth, photos or videos of them, location, and online activity.

Pop-up message

A message that pops up on the screen of the device (like a tablet, laptop, phone, smart watch etc) that your child is using.

Privacy settings

Controls your child can change to help you manage who can contact them or see their profile when on a website or app, or what an online service is allowed to do with their personal information.

Sensitive information

A type of personal information that people try to keep more private. It includes information or an opinion about an individual's: racial or ethnic origin, political opinions or associations, religious or philosophical beliefs, some aspects of biometric information, trade union membership or associations, sexual orientation or practices, criminal record, health or genetic information. It is information that people can use to figure out who your child is.

Activity

Scenario based exercises

Scenario-based exercises

Below are some story-based situations (scenarios) that might happen when your child is using an online service.

STEP 1

Read the rule from the draft Code

STEP 2

Read the scenario and have a think about what it means

STEP 3

Answer the questions at the end of each scenario:

You can either:

- Just **tick the one box** to tell us that you either 'like', 'dislike', or 'neither like nor dislike' the rule, or
- You **tick the one box and also tell us why** you 'like', 'dislike', or 'neither like nor dislike' the rule.

STEP 4

Send your answers back to us!

Submit your answers by emailing this pdf to copc@oaic.gov.au or answer the questions through one of the online forms which you can access from our webpage www.oaic.gov.au/copc.

The due date for this workbook is **5 June 2026**.

Helpful Information!

We talk a lot about '**online services**' in this workbook. Online services are like the apps, games or websites your child uses in their daily life.

We also talk a lot about how online services **collect, use, and share** their personal information. What this means is:

Online services **collect** your child's personal information when their personal information is handed over to them and they keep it (think of it like an online library of personal information). This might happen when they first sign up or use an app, game or website.

Online services **use** your child's personal information when they take the personal information they have collected from them and do things with it to help them like running the app, game or website, or to note down their interests so that it can show them ads that they know they will like.

Online services **share** your child's personal information when they give their personal information to another service. This might be for reasons that are to do with the actual online service, like learning how it could improve or it could be to try and get them to buy things.

And remember!

Personal information is things like your child's name, address, email, phone number, school, date of birth, photos or videos of them, location, and online activity.

Protecting your child's personal information online is one important step to protecting their online privacy.

It is still important to think carefully about what you and your child share about them online for others to see.



Rule #1

Many online services will need to follow the rules in the Code

These include online services:

- that **children use in their daily life**, like messaging apps, games, and education websites, and
- that **you and other adults in your child's life use to record and share personal information about your child**, like school apps used by teachers to message you or apps that you use to track your baby's sleep.

Scenario 1

It's family dinner time and you are reminiscing about an app that you used to use when your child was in pre-school called 'The Kid Diary'.

You recall that after every pre-school day, you would open the app, and their educator would have completed multiple diary entries about all the things your child did during their pre-school day.

These diary entries would include lots of pictures of your child playing, listening at story time, and videos of them dancing during dress up time. The diary entries also included what and how much they ate, as well as commentary regarding their numerical and literacy skills.

Your child says they don't remember this app ever being mentioned or having seen it. They seem a bit grumpy and says, "It feels so

weird to know that all this information about me exists online, and I had no clue about it."

Your child asks you lots of questions: *does their diary entries still exist? who else could see these diary entries when they were in pre-school? can you still see the diary entries? can other people still see them now, even though I'm in primary school?"*

You were never concerned about 'The Kid Diary' before, but now that you think about it... this online service has collected a lot of your child's personal information, and you have no idea what the answers are to your child's questions.

Once the Code is in place, many online services that children use AND ones that children do not use but the adults in their life use to share their personal information (like this one!), will need to follow the rules in the Code.

This means that even online services that aren't made for children or aren't used by children, like 'The Kid Diary' app, will need to follow the rules in the Code.

Question 1

Do you 😊 like or 😞 dislike Rule 1?

(or 😐 neither like nor dislike)

(Optional) If you want to, tell us why you either like or dislike (or neither like nor dislike) this rule?



Important fact: This Code is different from the Social Media Age Restrictions, which removed under 16s from age-restricted social media platforms. You can learn more about that at www.oaic.gov.au/smma.

The Children's Online Privacy Code does not delay children from engaging in the digital world. Rather, the Code protects children when using online services at any age, by strengthening the privacy protections of their personal information.

Rule #2

To protect children’s personal information, online services might have to either give everyone better privacy protections or check the age of users

If the online service is used by both children and adults, the online service can either give adults the same privacy protections as children or check the age of users. Checking a user’s age **will not stop them or limit their use of the online service** but make sure that the online service is taking care of children’s personal information in the right way.

Scenario 2

You are excited to play ‘The King Wizard’ game tonight with your child.

It is going to be a night where they try to beat your high score.

‘The King Wizard’ can be played by both children and adults, but the game doesn’t know who is a child and who is an adult.

Right now, the ‘The King Wizard’ game treats both you and your child’s personal information in the same way.

Once the Code is in place, online services need to make sure that these rules apply to children’s personal information.

This means that online games like ‘The King Wizard’ will need to make sure they have the right privacy protections in place. If the game is not going to apply the same protections to adults as they must for children and young people, then they might need to check your child’s age before they play the game.

Checking your child’s age **will not stop them or limit their use of** games like ‘The King Wizard’ but make sure that the game is taking care of their personal information in the right way.

Question 2

Do you 😊 like or ☹️ dislike Rule 2?

(or 😐 neither like nor dislike)

(Optional) If you want to, tell us why you either like or dislike (or neither like nor dislike) this rule?

Rule #3

Online services can only collect, use or share the bare minimum amount of personal information they need to run the app, game or website unless you or your child chooses differently

Online services can do this by raising the standard when it comes to privacy protections and giving you and your child the control to change their privacy settings to share more personal information, if that is what you both want.

Scenario 3

Think back to 'The King Wizard' game (see Scenario 2).

To start playing the game, your child signs up and creates an account with their name and email address.

Before they start playing the game, a message pops up. The game is now asking your child for their date of birth, phone number, street address and what country they live in.

Annoyingly, your child tries to close the message, but they can't seem to play the game without giving the game the personal information it is asking for.

Your child feels a bit confused, why would game need all this information for them to play it?

Your child only gets 1 hour of game time per day, and they have already wasted 15 minutes, so they quickly type the information in and press the 'enter' button.

Once the Code is in place, online services will give your child more control over their personal information by giving you and your child the choice to change their privacy settings to share extra personal information (more than the bare minimum to run the app, game or website), if that is what you both want.

This means that online games like 'The King Wizard' will need to raise the standard when it comes to their privacy protections and only collect, use or share the bare minimum amount of personal information they need to run the game, unless you and your child choose differently.

Question 3

Do you 😊 like or 😞 dislike Rule 3?
(or 😐 neither like nor dislike)

(Optional) If you want to, tell us why you either like or dislike (or neither like nor dislike) this rule?

Rule #4

Online services need to be fair and take care of children’s personal information in a way that is best for them

When online services collect, use or share your child’s personal information it must be in their best interests (**meaning it is best for them and fair**).

Scenario 4

Your child tells you that they play an online shopping game called “LifeSTYLE”. The game involves your child virtually ‘shopping’ for items for their virtual wardrobe and bedroom.

One day, your child comes home from school and they are very upset.

Your child tells you that their school friends have bought so many of the real-life things that they only have in their pretend wardrobe and bedroom. Your child is getting made fun of for only having a ‘pretend life’.

Your child tells you that when they are playing the game on their tablet, they are constantly seeing ads. These ads tell your child that they can buy the real-life version of things they are ‘buying’ in this game. All they have to do is click a button that says, ‘Buy me now’ and get things delivered to your house in two days.

Your child tells you that to create a profile, they had to provide their first and last name, a photo, date of birth, and postcode.

It clicks you now understand that the game has shared your child’s personal information with companies to show them targeted ads.

Your child says that they want the ads to go away because it is making them feel sad and left out.

Once the Code is in place, online services must stop and think about if what they do with your child’s personal information (like showing targeted ads) is what is best for them.

This means that online games like ‘LifeSTYLE’ will need to ask themselves if it is fair to show your child ads that have been specially picked just for them.

If the answer is that it is unfair and not in your child’s best interest, the online service must not use or share your child’s personal information for things like targeted advertising.

Question 4

Do you 😊 like or 😞 dislike Rule 4?

(or 😐 neither like nor dislike)

(Optional) If you want to, tell us why you either like or dislike (or neither like nor dislike) this rule?

Rule #5

Online services need to ask for permission to do things with children’s personal information

If your child is **15-years-old or older**, they can make their own decisions about their personal information online. Online services can go to your child directly to ask for their permission.

If your child is **under 15-years-old**, you as the parent or carer will need to be asked for permission to make decisions about your child’s personal information online.

Scenario 5

Imagine that your child is 15-years-old.

Their school has developed its own app called ‘School Homework’ that will let students connect with other students at your school to do homework together.

The app needs some personal information (first and last name, date of birth, email address, school year and class name) to create an account and that this personal information will be shared with the school to make sure that the child goes to that school and are connecting with the right students in their specific class.

To begin using the app your child needs to hand over this personal information.

Because your child is 15-years-old, the app can go directly to your child to ask for permission to share that personal information.

Once the Code is in place, if your child is **15 years-old or older**, online services no longer need to get permission from parents or carers to collect, use, or share your personal information. They will now go straight to your child and your child can give permission by saying either ‘yes’ or ‘no’.

For children under 15-years-old, online services will need to ask a parent or carer for permission to make a decision about their child’s personal information online by either saying ‘yes’ or ‘no’.

This means that online apps like ‘School Homework’ will ask for your child’s permission directly, if they are 15-years-old and older, and if they are under 15-years-old, the app will need to ask permission from a parent or carer.

Question 5

Do you 😊 like or 😞 dislike Rule 5?

(or 😐 neither like nor dislike)

(Optional) If you want to, tell us why you either like or dislike (or neither like nor dislike) this rule?

Question 5.1

If you think Rule 5 should have a different age, what age do you think children should be allowed to give permission without their parent or carer's permission? (tick one)

12

13

14

15

16

17

18+

(Optional) If you want to, tell us why you chose that different age:



Rule #6

If a child is under 15-years-old, in some situations online services will need to involve both them and their parent or carer, to get permission to change their privacy protections

If your child chooses to allow an online service to:

- use or share their personal information for some reason beyond the bare minimum to run the app, game, or website (like to show them ads that have been specially picked, just for them), or
- collect sensitive information (which is personal information that needs to be treated extra carefully, like health information),

The online service **will ask your child first** to give permission to share their personal information so that they get to have a say (part of getting that permission means that the online service must give your child an explanation of what the change means so that they understand what will happen and why).

The online service will **then ask you as the parent or carer** if you give permission, either 'yes' or 'no', because you have ultimate say. Only once you as the parent or carer have said 'yes' can permission be granted and the change to your child's privacy protections happen.

Scenario 6

Think back to the scenario with the 'School Homework' app (see Scenario 5), but this time imagine your child is under 15-years-old.

Imagine this app is being used at their school. Your child's friend tells them that there is a setting within the 'School Homework' app that they can ask to change, and this change means that their personal information will be shared with all the homework tutors in your suburb.

Your child's friend tells them that he has been able to get so much help from the tutor in his suburb, and his maths is improving because of it!

Your child is so excited, so they find the settings on the app and change it straight away.

Once the Code is in place, for children under 15-years-old, online services will need to tell them what making a change in their privacy settings will do.

The online service will then ask the child if it is okay to contact their parent or carer to tell them that they have asked for a change in their privacy protections.

It is then up to you as the parent or carer to give the final ultimate permission by saying either 'yes' or 'no', for that change to happen.

This means that if your child is under 15-years-old, online apps like 'School Homework' will need to ask permission in a way that involves both the child and parent or carer, if the app wants to use or share the child's personal information in a specific way.

Question 6

Do you 😊 like or ☹️ dislike Rule 6?

(or 😐 neither like nor dislike)

(Optional) If you want to, tell us why you either like or dislike (or neither like nor dislike) this rule?



Rule #7

Online services must not trick children into giving them permission

Online services must not deliberately trick, confuse, or pressure children into giving permission to collect, use, or share their personal information. This means online services cannot do things like be sneaky and hide buttons that give children a choice to say 'no'.

Scenario 7

Imagine your child is part of a local community soccer team.

The players use a website called 'Soccer Friend' that tells them the location and time of upcoming soccer games, the results of weekly matches, and a competition ladder.

Your child comes to you and asks, "what does allowing access to my contact list and photos mean?"

You ask them why they are asking and your child turns their phone to you. You read a message box that is on the screen, that says:

"90% of your friends have shared their contact list and allowed access to their photos. Allow access and unlock player profiles to see which player is ranked number 1!"

Under this message box, there is a big green button that says, 'I give permission', and a smaller grey button that says, 'I am happy without the special extras'.

Phew you are relieved that your child came to you to ask, otherwise you fear they would have pressed that big green button.

Once the Code is in place, online services will not be allowed to trick children and take advantage of their fear of missing out, to pressure them to say 'yes' and hand over their personal information that they do not want or need to share.

This means that websites like 'Soccer Friend' will not be allowed to trick, confuse, or pressure your child into giving the online service permission to collect their personal information.

Question 7

Do you 😊 like or ☹️ dislike Rule 7?

(or 😐 neither like nor dislike)

(Optional) If you want to, tell us why you either like or dislike (or neither like nor dislike) this rule?

Rule #8

Online services must make sure that the permission they get from children (or you as a parent or carer) is 'good' permission

When online services ask for you or your child's permission to collect, use, or share their personal information online, the online service needs to tick the 6 boxes below for that permission to be 'good' permission:

- ✓ without pressuring, tricking or confusing you into making a decision (**voluntary**),
- ✓ give you all the right information you need to make a decision (**informed**),
- ✓ ask you often and at the right times because permission does not last forever (**current**),
- ✓ make sure that you know that you are allowed to take back your permission at any point (**be withdrawn**),
- ✓ make sure that you understand 'why' they need your personal information and 'what for' (**specific**),
- ✓ make sure that you have clearly agreed and given your permission with a solid 'yes', because when you say 'maybe' or nothing at all, it is a 'no' (**unambiguous**).

Scenario 8

Think back to the previous 'Soccer Friend' website (see Scenario 7) with the message box pop up that says:

"90% of your friends have shared their contact list and allowed access to their photos. Allow access and unlock player profiles to see which player is ranked number 1!"

In this scenario, the online service:

- ✗ has put pressure on your child by telling them that "90% of your friends have given permission". This means your child's permission would not be given voluntarily.
- ✗ has not told your child what will happen if they do and don't give the online service access. This means your child would not have given informed permission.
- ✗ cannot just ask your child once for permission because imagine if your child used that website for 5 years, their permission cannot last for 5 years (children change a lot over 5 years!). This means that the permission would not be current.
- ✗ did not tell your child that if they give them permission this time, they can take the permission back at any time. This means permission cannot be withdrawn.
- ✗ did not tell your child why they want to access their contact list and photos and did not tell your child exactly what giving them permission would mean for their contact list and photos. This means your child would not have given specific permission.
- ✗ did not make sure that your child gave a clear and obvious 'yes' or 'no' answer. This means the permission would be ambiguous.

Rule #9

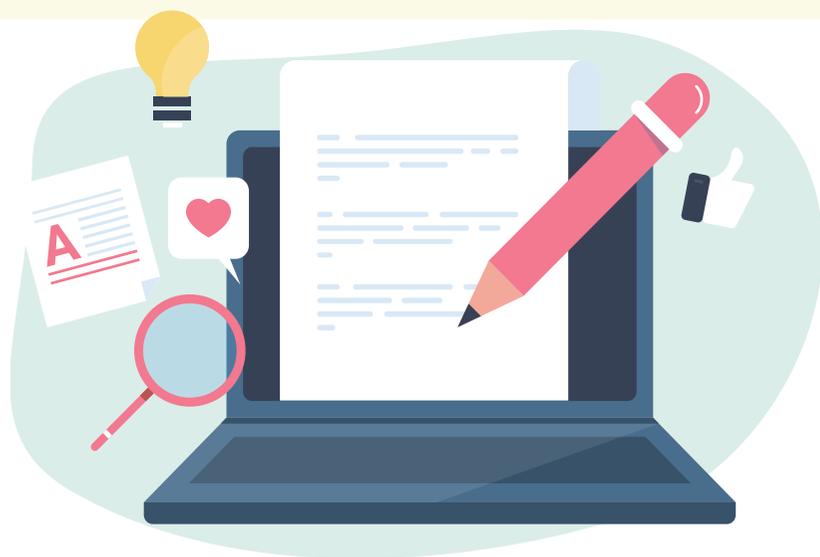
Online services must make sure children can access and understand what happens with their personal information

Online services must make sure that their **privacy policies** and any notices that ‘pop up’ that tell children what they do with their personal information, is **child friendly**. That means they need to be easy to read and understood by children (no big words!).

Online services must make it easy for children to **find the instructions** on the app, game or website **that tell them how to ask for what personal information the online service knows about them**.

Online services must make it easy for you and your child, to **ask for what personal information is known about your child and what the app, game, or website does with it**.

Online services must make it easy for children to ask them to **stop showing ads** that have been specially picked, just for them and the main goal of the ads are to get children to buy things.



Scenario 9

Think back to ‘The Kid Diary’ scenario (see Scenario 1).

You keep thinking about the questions that your child asked you: *“do the diary entries still exist? who else could see these diary entries when they were in pre-school? can you still see them? can other people still see them now, even though I’m in primary school?”*

You visit the website for ‘The Kid Diary’ app to find out more information.

But there are so many buttons that lead to more buttons, you cannot find the information you are looking for.

When you do eventually find the privacy policy, it’s like reading a lawbook and it is 20 pages long!

You give up, you go to bed so frustrated, and you think, “I found that so hard, imagine how a child would feel!”

Once the Code is in place, online services must tell you and your child the important things about their online privacy in a way that is easy to find and easy to understand. Online services must also make it easy for children (and parents or carers depending on the child’s age) to ask to see what personal information an online service has about them.

This means that online apps like ‘The Kid Diary’ will need to design their app so that it is easy for you and your child to find information on how to get help and write their privacy policies in a way that children (and you!) can easily read and understand.

This will help you and your child understand how to ask an online service what personal information they have about them.

Rule #10

Online services must answer you and your child within 30 days (in most cases) if either of you ask to see, change or delete your child’s personal information

Online services **must respond to you or your child within a fair amount of time**, if either of you ask to see, change or delete what personal information they know about them.

If it takes longer than 30 days, the online services must explain to you and your child why it is going to take longer.

Scenario 10

Keep thinking back to the last ‘The Kid Diary’ scenario (see Scenario 9)

Success! You finally figured out how to make contact and you ask the questions.

(reminder, these are: do the diary entries still exist? who else could see these diary entries when they were in pre-school? can you still see them? can other people still them now, even though I’m in primary school?)

You wonder how long it is going to take the online service to answer you?

It’s been three months since you asked the questions and you have not heard anything from the online service. You start to worry that you will never get the answers to your questions.

Once the Code is in place, online services must answer you and your child within 30 days. If it is going to take a bit longer because there is lots of information for them to go through, that’s allowed, but there must be a good reason for it and they must explain that reason to you.

This means that online apps like ‘The Kid Diary’ will need to answer your questions within 30 days, and if they look at your questions and decide that it is going to take longer than that, they must let you know and explain the reasons why it is going to take longer.

Question 10

Do you 😊 like or 😞 dislike Rule 10?

(or 😐 neither like nor dislike)

(Optional) If you want to, tell us why you either like or dislike (or neither like nor dislike) this rule?

Rule #11

Online services must delete children’s personal information if you or your child ask for it to be permanently deleted

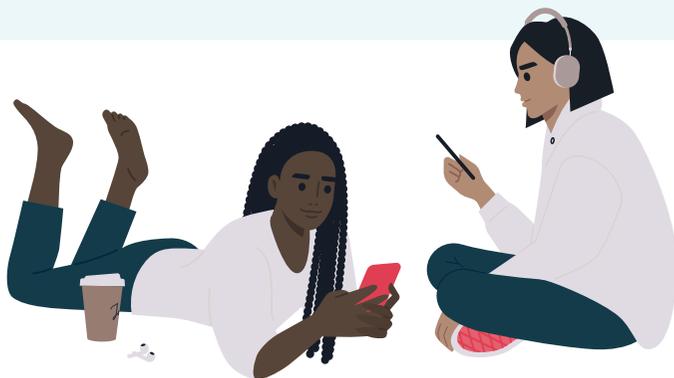
Children can now ask an online service to permanently delete the personal information they have collected about them, and the online service must do it unless there is a good reason they cannot (like a law says that they can’t).

Scenario 11

Keep thinking about the last ‘The Kid Diary’ scenario (see Scenario 10).

You finally get a response from ‘The Kid Diary’ and they provide answers to all your questions, as well as a copy of all the diary entries, including photos and videos.

You sit down with your child, and they are embarrassed! Your child immediately asks you to request that ‘The Kid Diary’ to delete it all. Your child says that they never want it to get leaked, so it must be gone forever.



Once the Code is in place, you and your child will be able to go directly to online services and ask them to permanently delete all records of your child’s personal information. If the online service does not have a good reason to say no (like a law stops them), they have to say ‘yes’ and delete your child’s personal information forever from their records.

This means online apps like ‘The Kid Diary’ will need to delete your child’s personal information if they or you, as the parent or carer asks, unless there is a law that stops them.

Once your child’s personal information has been deleted forever from ‘The Kid Diary’ records, the online service needs to tell you it has been done.

Question 11

Do you 😊 like or 😞 dislike Rule 11?

(or 😐 neither like nor dislike)

(Optional) If you want to, tell us why you either like or dislike (or neither like nor dislike) this rule?

Rule #12

Online services must tell children when their physical location can be seen by other people and parental controls are being used

Online services must tell children if a parent or carer can see their physical location or can see or control the activity that they are doing when using an app, game or website.

Online services must also tell children if and when another user of the same online service can see where their physical location is by tracking their device (like through a phone, tablet or smart watch).

Scenario 12.1

Your child has just started using a messaging app, 'Chat Circle'. This app allows parents and carers who have parental controls turned on their child's app, to get notifications that allow them to see the content of their child's messages that are sent and received, and who they are messaging.

Your child is away at a sleepover. You receive a notification from the 'Chat Circle' app and you see the content of your child's message.

Your child got a message from an unknown number on their messaging app and responded, "how do I know you?".

The next day when your child comes home, you have a talk about the messages and provide advice on how to be safe online and what to do when they get messages from an unknown number.

Your child finds this talk helpful but cannot figure out how you found out and saw the messages from the unknown number.

Once the Code is in place, online services must tell children if a parent or carer can see their online activity (including their physical location) while they are using the app, game or website.

This means online services, like the 'Chat Circle' messaging app, will need to make it known to your child that you as the parent or carer can see their online activity when they are using the service.

Question 12.1

Do you 😊 like or 😞 dislike this part of Rule 12?
(or 😐 neither like nor dislike)

(Optional) If you want to, tell us why you either like or dislike (or neither like nor dislike) this rule?

Rule #13

Online services must make it easy for you or your child to ask questions and complain if there is a problem with their personal information

Online services must give children all the information they need in a way that they can understand, so that if they have questions or something goes wrong in how the online service has collected, used, or shared their personal information, children feel like they can easily ask a question or tell the online service that there is a problem (this is called, 'making a complaint').

Scenario 13

Think back to the last 'Chat Circle' scenario (see Scenario 12.2).

Your child now knows that everyone on their friend list can see where they are but can everyone in the entire world who is also using 'Chat Circle' see their physical location!?

You cannot find information from 'Chat Circle' about what personal information your child is sharing with others.

Both you and your child take a look on the app's website but there is no 'Ask a Question' or 'Get Help' section on the website. There is a phone number, but when you call it, it does not ring.

You both feel frustrated. Why is it so hard to speak to someone, when something has gone wrong and you need help!?

Once the Code is in place, online services must make it easy for children (and their parents or carers) to ask questions so that if something goes wrong in how the online service has collected, used, or shared their personal information, children feel like they can easily tell the online service that there is a problem (this is called, 'making a complaint').

This means that online apps like 'Chat Circle' will need to make it easy for you and your child to ask questions and get the help you need.

Question 13

Do you 😊 like or 😞 dislike Rule 13?

(or 😐 neither like nor dislike)

(Optional) If you want to, tell us why you either like or dislike (or neither like nor dislike) this rule?

Rule #14

Online services will need to think and plan before they act

Online services will need to plan (*stop, think, write and record*) how they will protect children’s online privacy, if they are creating a new service or changing their existing service.

The Code will also make sure that the people who work for online services, who look at children’s personal information often, are trained to protect children’s online privacy.

Scenario 14

Think back to the soccer website scenario (see Scenario 7). The soccer website ‘Soccer Friend’ wants to create a new and improved version of that website.

The website is going to collect a lot more personal information about children and young people because they are going to add new functions like ads for fancy soccer boots, special profiles for soccer players, and the ability to chat online.

The owner of the website is told by one of his workers that she thinks that the website might need to think more carefully about the impacts these new functions of the website will have on children’s online privacy.

But the owner of the website has heard a rumour that someone is going to start a similar website at the end of the year. So he wants to hurry up and make the new website first.

Work on the new website starts immediately without thinking about how these new functions will impact children’s online privacy.

Once the Code is in place, online services will need to plan (*stop, think, write and record*) how they will protect children’s online privacy before they add extra functions to their app, game or website.

Online services will also need to make their plan available for others to see (like the OAIC) and make sure that the people who work for the online service who look at your personal information often, are trained to protect children’s online privacy.

This means that websites like this ‘Soccer Friend’ won’t be able to rush into anything new or change the way they collect children’s personal information, without planning how they will protect children’s online privacy before they add extra functions to the app, game or website.

Question 14

Do you 😊 like or 😞 dislike Rule 14?
(or 😐 neither like nor dislike)

(Optional) If you want to, tell us why you either like or dislike (or neither like nor dislike) this rule?

Question 15

Is there anything else you would like to tell us?



Submit your answers to us

Now that you have answered the questions and filled out the textboxes under the scenarios above, submit your answers by emailing this pdf to copc@oaic.gov.au or answer the questions through one of the online forms which you can access from www.oaic.gov.au/copc.

The due date for this workbook is **5 June 2026**.

We might publish your response on our website. It will be anonymous: this means that no one will know who you are or what responses you submitted. Please don't write your name or any personal details (like your birthday or where you live) on this workbook.





How to get help

Where can I get help/talk to someone about my concerns?

If you are a parent or carer of a child who you think may have experienced an upsetting or harmful online experience, please reach out to the [Kids Helpline Phone Counselling Service](#) on [1800 55 1800](tel:1800551800) and/or the eSafety Commissioner to make a report at www.esafety.gov.au/report.



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