



Australian Government  
Office of the Australian  
Information Commissioner

Office of the Australian Information Commissioner

# Children's Online Privacy Code Workbook



**Years 7–12**

High school-aged children (recommended)

*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.

# Introduction

## Who are we?

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

### **What is the OAIC?**

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

We are responsible for writing the Children’s Online Privacy Code.

When we refer to ‘children’ and ‘young people’ we mean people under the age of 18. This workbook is **recommended for secondary school aged children, aged 13 to 18 years-old.**

## What is online privacy?

All human beings have a right to privacy. Privacy means that you get to make decisions about the things that affect you, that you get to think and believe what you want, and that you get to control your own body. The right to privacy means you get to choose when to give other people information about you, and what they do with that information. This is especially true when it comes to personal information.

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



**Protecting your personal information online is one important step to protecting your 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.

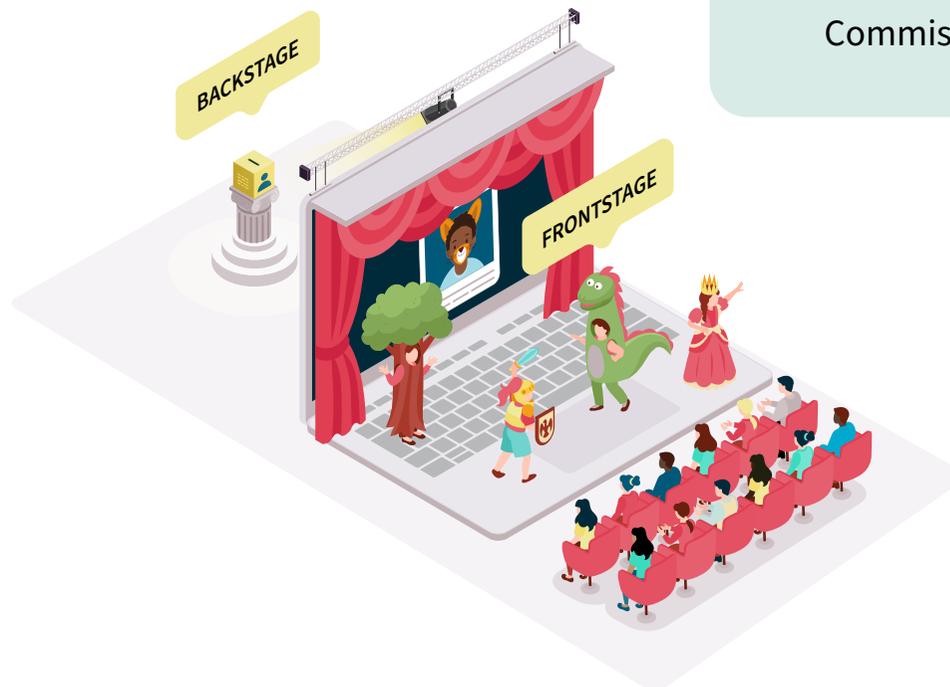
The frontstage is in front of the curtain and is where everyone in the audience can see what is happening. The frontstage is like where you or other people share things about you online for other people to see (like sharing photos of you with your friends and family).

To help protect your online privacy frontstage, you and other people (like your 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 you share your personal information with an app, game, or website to use that online service.

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

**The Code focuses on protecting your online privacy backstage.** It does this by shining a light on what happens to your personal information behind the curtain, telling online services how to take care of children’s personal information, and giving you more control with what happens to your 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 name, address, email, phone number, school, date of birth, photos or videos of you, location, and online activity).

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

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

We need special online privacy rules to protect children's privacy because many online services like apps, games, and websites collect children's personal information from a young age.

When online services follow the Code, you will be given the chance to learn more about what happens to your personal information online. This will allow you (and your parents or carers depending on your age) the ability to choose what personal information you want to share with the online service. This gives you more control of your personal information.

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

## What is the draft Children's Online Privacy Code?

The Children's Online Privacy Code is currently a draft. Think of it just like the first version of a speech you rehearse with your parents or carers, or a practice written response you would share with your teacher for feedback at school.

We are still planning what special rules online services should have to follow, but we are showing you what we have brainstormed so far.



## Why is it important to have a draft Children's Online Privacy Code?

The law says that we need to show everyone what we have brainstormed so far. The law also says that once people read the draft rules, they are allowed to tell us what they like or dislike, and we have to read it and think about it when we decide on the final rules.

Even though the law says that we have to, we also want to! What children and young people think is important to us, and we want to hear from you. That way if you think the draft rules have room for improvement, you can tell us that. We can decide whether we change the rules or leave them as they are based on everyone's feedback.

*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 by children and young people. The official 'Exposure Draft' of the Code remains the authoritative source.*

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

The official draft Code is a long document filled with lots of words that relate to the law. 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 worksheet. 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 [oaic.gov.au/privacyforkids](https://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](mailto: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](https://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.

# Key terms

You can learn more key terms via our [www.oaic.gov.au/keyterms](http://www.oaic.gov.au/keyterms)

## **Apps**

A computer program or software that has been created for a special reason, that you 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 physical location to be seen by other people.

## **Neither**

When something is not one or the other.

## **Online activity**

Means the things that you do online, for example who you message, who messages you, whether you buy something online, what photos and videos you 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 personal information record is gone forever and there is no way to get it back.

## **Permission**

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

## **Personal information**

Information about who you are or what you do, including things like your name, address, email, phone number, school, date of birth, photos or videos of you, 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 you are using.

## **Privacy settings**

Controls you can change to help you manage who can contact you or see your profile when on a website or app, or what an online service is allow do with your 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 you are.

## Activity

# Scenario based exercises

Below are some story-based situations (scenarios) that might happen when you are 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:

- a. Just **tick the one box** to tell us that you either ‘like’, ‘dislike’, or ‘neither like nor dislike’ the rule, or
- b. 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](mailto: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](http://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 you use in your daily life.

We also talk a lot about how online services **collect, use, and share** your personal information.

What this means is:

Online services **collect** your personal information when your 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 you first sign up or use an app, game or website.

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

Online services **share** your personal information when they give your 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 you to buy things.



### **And remember!**

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

Protecting your personal information online is one important step to protecting your online privacy. It is also important to think carefully about what you and others share about yourself online for others to see. You can always speak with a trusted adult if something does not feel right.

## **Types of personal information**



**Name**



**Address**



**Email**



**Phone  
number**



**School**



**Date of  
birth**



**Photos or  
videos of you**



**Location**



**Online  
activity**

# Rule #1

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

These include online services:

- that **you use in your daily life**, like messaging apps, games, and education websites, and
- that the **adults in your life use to record and share personal information about you**, like school apps used by teachers to message your parents or apps that parents use to track their babies sleep.

### Scenario 1

You overhear your parent or carer talking about an app they used to use when you were in primary school called, 'The Classroom Diary'.

You ask them what they are talking about and they tell you that when you were in primary school, every year your classroom teacher would fill in the 'diary' on school days. Your parent or carer would then read the diary entry at the end of the day.

Your parent or carer tells you that the diary had lots of pictures and videos of you at your desk writing, on various

excursions, at different sporting carnivals, at public speaking competitions, spelling bees and school dance performances. The diary also included the number of days you were absent, the reason you were absent, your academic reports, and the number of merits and demerits you had for the year, and why those merits and demerits were given.

You had no idea that 'The Classroom Diary' existed, you never got a login access to it, so it must have just been for your parent or carer to look at.

You ask yourself, "how is it possible that you didn't know that your personal information was being collected, used and shared, when it is all about you!?"

**Once the Code is in place, many online services that you use AND ones that you do not use but the adults in your life use to share your 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 you, or aren't used by you, like 'The Classroom 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](http://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 your personal information, online services might have to either give everyone better privacy protections or check your age**

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 your age. Checking your age **will not stop you or limit your use of the online service** but make sure that the online service is taking care of your personal information in the right way.

## Scenario 2

You are excited, the new game 'Fortress 2026' has just dropped.

You want to play it with your older sibling who is 19-years-old and lives away from home at university.

'Fortress 2026' 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 'Fortress 2026' game will take care of both you and older sibling'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 'Fortress 2026' 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 age before you play the game.

Checking your age **will not stop you or limit your use** of games like 'Fortress 2026' but it will make sure that the game is taking care of your 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?

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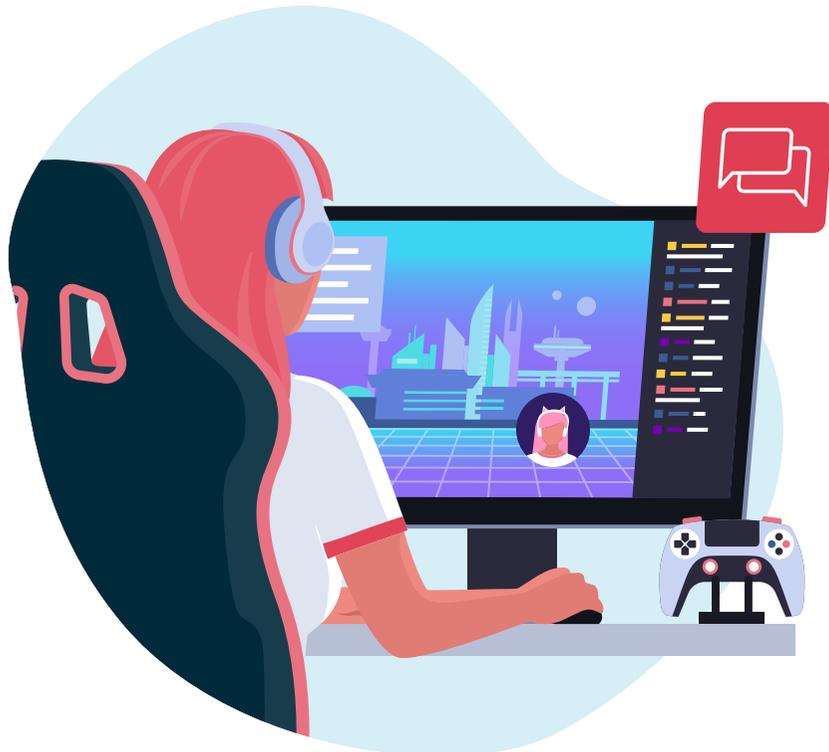
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## Rule #3

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

Online services can do this by raising the standard when it comes to privacy protections and giving you (or your parent or carer depending on your age) the control to change your privacy settings to share more personal information, if that is what you want.



### Scenario 3

Think back to 'Fortress 2026' game (see Scenario 2).

To start playing the game with your older sibling, you sign up and create an account with your name and your email address.

Before you play the game, a message pops up. The game is now asking you for your date of birth, your phone number, your street address and what country you live in.

Annoyingly, you try to close the message, but you can't seem to play the game without giving the game the personal information it is asking for.

You feel a bit confused, why would game need all this information for you to play it?

Mostly you are annoyed because you only get 1 hour of game time per day, and you have already wasted 15 minutes, so you quickly type the information in and press the 'enter' button.

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

This means that online games like 'Fortress 2026' 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 (or your parent or carer) 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?

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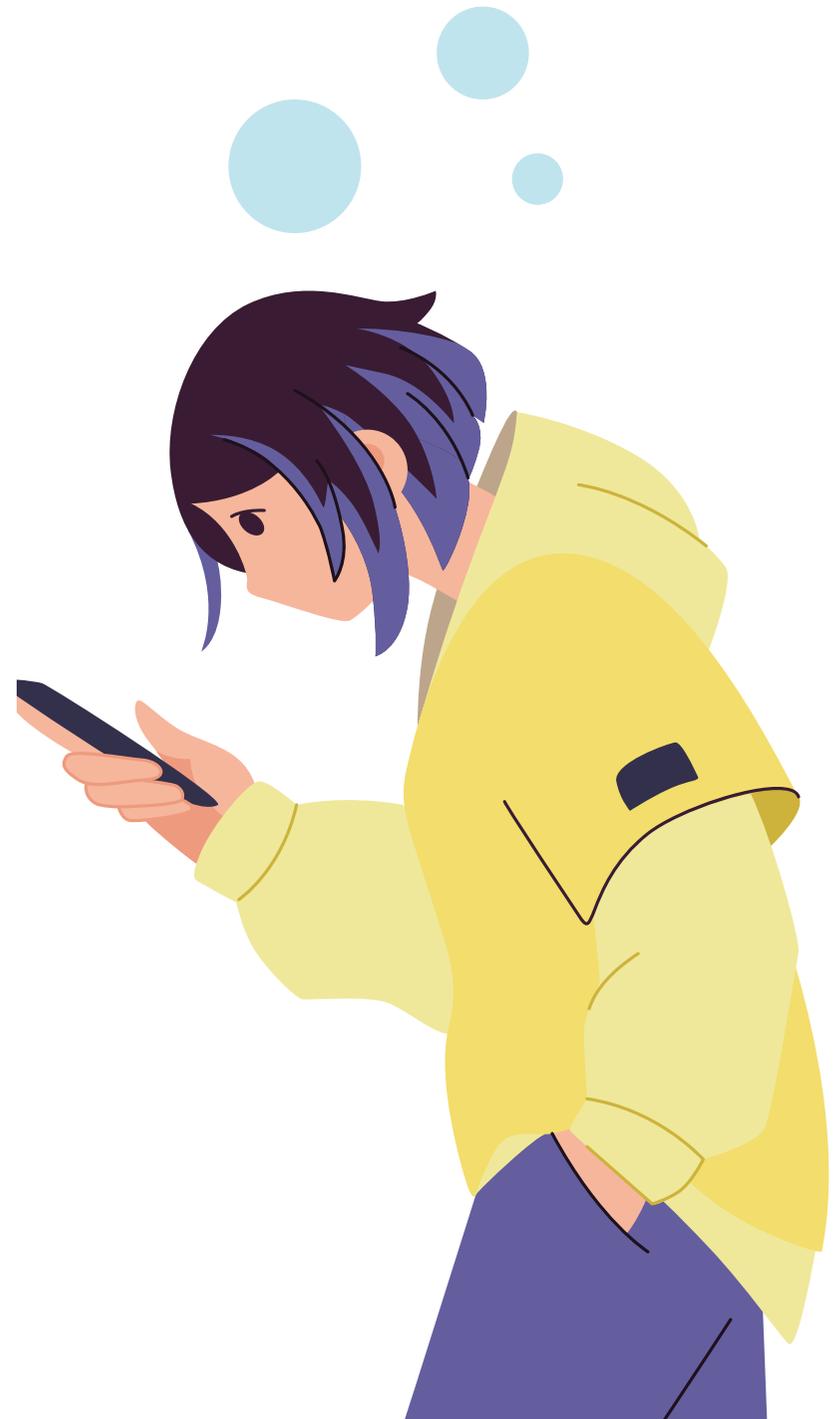
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# Rule #4

## **Online services need to be fair and take care of your personal information in a way that is best for you**

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

### ***Scenario 4***

There is a popular online shopping game called 'LifeSTYLE', that everyone is talking about. The game lets you virtually 'shop' for items so that you can style your virtual self and your virtual bedroom (it's all pretend buying of course!)

You go home, you download the game and to play you must create a profile.

To create a profile, you need: a username, a profile picture, to tell them your birthday, and your address.

You quickly do it, and you are all set to start styling. The game is epic.

What makes this game great, is that on the side of your phone screen there are ads that tell you that you can buy the real-life version of things you are 'buying' in this game.

The game has shared your personal information with

companies to show you special ads that they know you will like and now you can click a button that says, 'Buy me now' and get things delivered to your house in two days.

Your friends start to come to school telling you that they have bought so many of the real-life things that you can only have in your pretend wardrobe and pretend bedroom.

You start to feel sad and left out. Seeing these special ads chosen for you, is making you feel bad. You just want them to go away.

## **Once the Code is in place, online services must stop and think about if what they do with your personal information (like show ads that are specially for you) is what is best for you.**

This means that online games like 'LifeSTYLE' will need to ask themselves if it is fair to show you ads that have been specially picked just for you.

If the answer is that it is unfair and not in your best interest, the online service must not use or share your personal information to figure out what ads they should be showing you to try to get you to buy something.

### 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?

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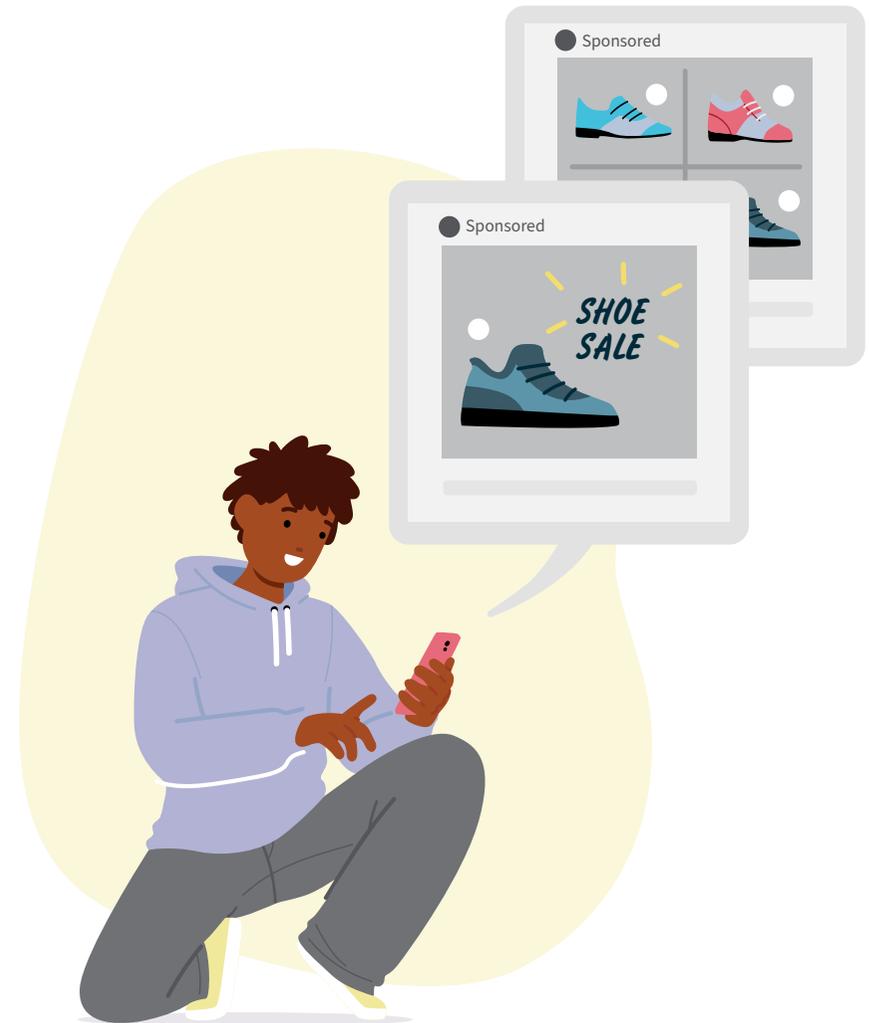
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# Rule #5

## Online services need to ask for your permission to do things with your personal information

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

If you are **under 15-years-old**, your parent or carer will need to be asked for permission to make decisions about your personal information online.

### Scenario 5

Imagine that you are 15-years-old (you might actually be, right now!).

At morning assembly, your principal says that the school has developed its own app called 'School Homework' that will let you connect with other students at your school to do homework together.

You are told that 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 you go to that school and to connect you with the right students in your class.

To begin using the app you need to hand over this personal information. Because you are 15-years-old, the app can go directly to you to ask for your permission to share that personal information.

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

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

This means that online apps like 'School Homework' will ask for your permission directly, if you are 15-years-old and older, and if you 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?

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### Question 5.1

If you think that 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:

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# Rule #6

**If you are under 15-years-old, in some situations online services will need to involve both you and your parent or carer, to get permission to change your privacy protections**

**If you choose** to allow an online service to:

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

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

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

## Scenario 6

Think back to the scenario with the 'School Homework' app (see Scenario 5), but this time imagine you are under 15-years-old (you might actually be, right now!).

Imagine this app is being used at your school. Your friends tell you that there is a setting within the 'School Homework' app that you can change and this change means that your personal information will be shared with all the homework tutors in your suburb.

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

You are excited, so you find the setting on the app and change it straight away.



Once the Code is in place, if you are under 15-years-old, online services will need to tell you what making a change in your privacy settings will do.

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

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

This means that if you are under 15-years-old, online apps like 'School Homework' will need to ask permission in a way that involves both you and your parent or carer, if the app wants to use or share your 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?

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# Rule #7

## Online services must not trick you into giving them permission

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

### Scenario 7

Imagine everyone on your soccer team uses this website called 'Soccer Friend' that shows your soccer games, the results of weekly games, and who is coming first.

You are checking out where your team sits on the leaderboard, and a message box pops 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!"*

You don't really want the game to be able to see your photo gallery and your contact list because it sounds sort of creepy, but you really want to see your player profile and your ranking.

You also think, "if most of my friends have said yes, surely it can't be that bad?"

So, you quickly click the big green button that says, 'I give permission', missing the smaller grey button that says, 'I am happy without the special extras'.

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

This means that websites like 'Soccer Friend' will not be allowed to trick, confuse, or pressure you into giving them permission to collect your 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?

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## Rule #8

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

When online services ask for your permission to collect, use, or share your personal information online, they need to tick the 6 boxes below for that permission to be 'good' permission:

- ✓ without pressuring, tricking or confusing you into making a decision (**voluntary**),
- ✓ gives you all the right information you need to make a decision (**informed**),
- ✓ asks you often and at the right times because permission does not last forever (**current**),
- ✓ makes sure that you know that you are allowed to take back your permission at any point (**be withdrawn**),
- ✓ makes sure that you understand what the online service needs the permission for by being really clear (**specific**),
- ✓ make it really obvious to you that you are giving your permission and what you are giving your permission for (**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 you by telling you that "90% of your friends have given permission". This means your permission has not been given voluntarily.
- ✗ has not told you what will happen if you do and don't give them access. This means you have not given informed permission.
- ✗ cannot just ask you once for permission because imagine if you use that website for 5 years, your permission cannot last for 5 years (you change a lot over 5 years!). This means that the permission is not current.
- ✗ did not tell you that if you give them permission this time, you can take the permission back at any time. This means permission cannot be withdrawn.
- ✗ did not tell you why they want to access your contact list and photos and did not tell you exactly what giving them permission would mean for your contact list and photos. This means you have not given specific permission.
- ✗ did not make sure that you gave a clear and obvious 'yes' or 'no' answer. This means the permission was ambiguous.

Once the Code is in place, online services must make sure that when they ask permission, all 6 boxes are ticked:

- ✓ without pressuring, tricking or confusing you into making a decision (**voluntary**),
- ✓ gives you all the right information you need to make a decision (**informed**),
- ✓ asks you often and at the right times because permission does not last forever (**current**),
- ✓ makes sure that you know that you are allowed you to take back your permission at any point (**be withdrawn**),
- ✓ makes sure that you understand what the online service needs the permission for by being really clear (**specific**),
- ✓ make it really obvious to you that you are giving your permission and what you are giving your permission for (**unambiguous**).

Otherwise, the permission you give is not seen as “good permission”

### Question 8

Do you 😊 like or 😞 dislike Rule 8?

(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?

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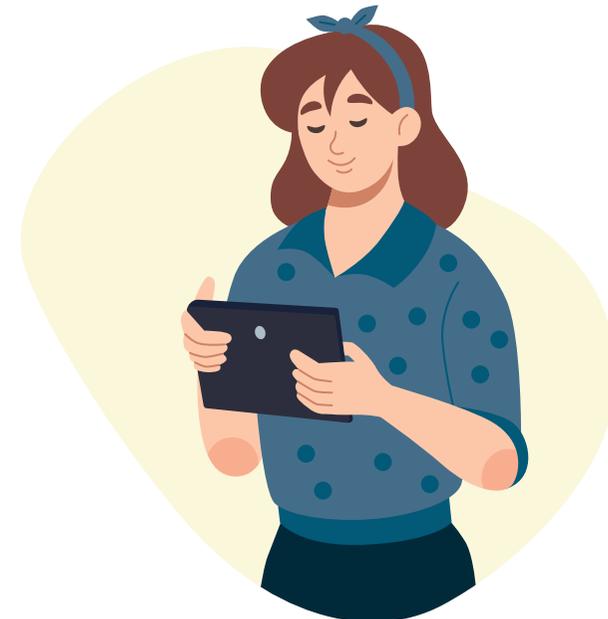
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## Rule #9

### **Online services must make sure you can access and understand what they do with your personal information**

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

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

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

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

### *Scenario 9*

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

You keep wondering about all that personal information that your primary school teachers shared with the app all those years ago.

You want to ask ‘The Classroom Diary’: do they still have the diary entries? who can see the diary entries? did they share the diary entries with anyone other than your parent or carer and the primary school? If they did, who did they share it with, and why?

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

But there are so many buttons that lead to more buttons. It is very confusing to find the information.

When you do eventually find the right information, you find that the words are long and nothing makes much sense.

You go to bed so frustrated. You think, “It shouldn’t be this hard! Why isn’t there a button that just says: ‘Get help now?’”.

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

This means that online apps like 'The Classroom Diary' will need to design their app so that it is easy for you to find information on how to get help and write their privacy policies in a way that you can easily read and understand.

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

### Question 9

Do you 😊 like or 😞 dislike Rule 9?

(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?

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# Rule #10

## Online services must answer you within 30 days (in most cases) if you ask to see, change or delete your personal information

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

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

### Scenario 10

Keep thinking back to the last 'The Classroom Diary' scenario (see Scenario 9)

Success! You have now asked 'The Classroom Diary' all the questions that you want answers to.

(Reminder, these are: *do they still have the diary entries? who can see the diary entries? did they share the diary entries with anyone other than my parents or carer at the primary school? If they did, who did they share it with, and why?*)

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 within 30 days, if it's 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 Classroom 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?

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# Rule #11

## Online service must delete your personal information if you or your parent or carer ask for it to be permanently deleted

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

### Scenario 11

Keep thinking about the last “The Classroom Diary” scenario (see Scenario 10).

Ugh, you are cringing! What happens if another parent or carer at school can see these diary entries, and they tell their child, and then that child tells everyone at school? What if they print the pictures and give them to people at school!?

You start feeling nervous and annoyed, it feels like you have no control over what others can see about you.

You really wish that you could just ask “The Classroom Diary”, if they could permanently delete all the diary entries that are about you, so no one could ever see them again.

Once the Code is in place, you will be able to go directly to online services and ask them to permanently delete all records of your 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 personal information forever from their records.

This means online apps like ‘The Classroom Diary’ will need to delete your personal information if you (or your parent or carer depending on your age) ask, unless there is a law that stops them.

Once your personal information has been deleted forever from ‘The Classroom Diary’ records, they need 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?

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# Rule #12

## Online services must tell you when your physical location can be seen by other people and parental controls are being used

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

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

### Scenario 12.1

Your friend tells you a story at school about something that happened on a messaging app called 'Chat Circle' on the weekend, when she was away from home at a sleepover.

'Chat Circle' allows parents and carers to see who is messaging you and what is in those messages.

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

Your friend tells you that when she got home, her mum had seen the messages, and they had a talk about how to

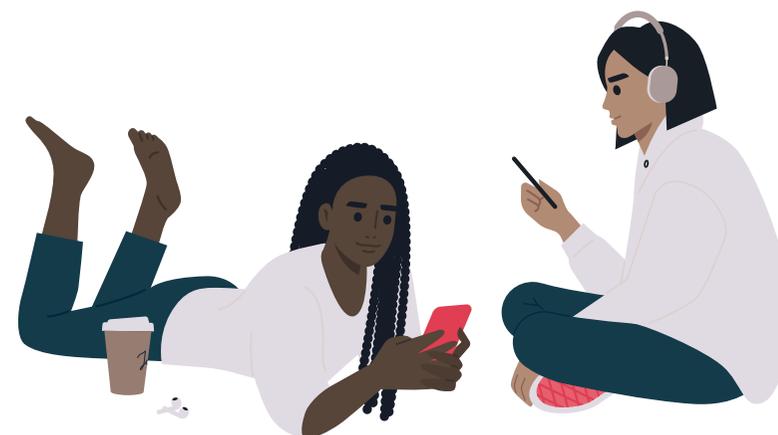
be safe online and what to do when she gets messages from an unknown number.

Your friend found the talk helpful but cannot figure out how her mum found out and saw the messages from the unknown number.

Now you are curious because you also use 'Chat Circle', can your parent or carer also see who is messaging you and what is in those messages?

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

This means online services, like the 'Chat Circle' messaging app, will need to make it known to you that your parent or carer can see your online activity (including your physical location) when you 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?

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### Scenario 12.2

Imagine you are chatting to your friends on the app 'Chat Circle'.

A message pops up from your friend asking you: "why did you say that you couldn't come over to my place on the weekend? I know that you were at the movies!"

You are shocked and you don't know what to say, how did your friend know that you were at the movies?

You ask her, and she tells you it is because she saw it on 'Chat Circle', this online messaging app that you and your friends use every day to talk.

You ask your other friend if that is true and she shows you that she can also see where you are by looking at the app.

This does not feel right and a little creepy, like you are being spied on!

**Once the Code is in place, online services must tell you if another user of the online service can see your physical location, by tracking your device (like a phone, tablet or smart watch). Online services must tell you as soon as the location tracking starts and when the tracking is happening.**

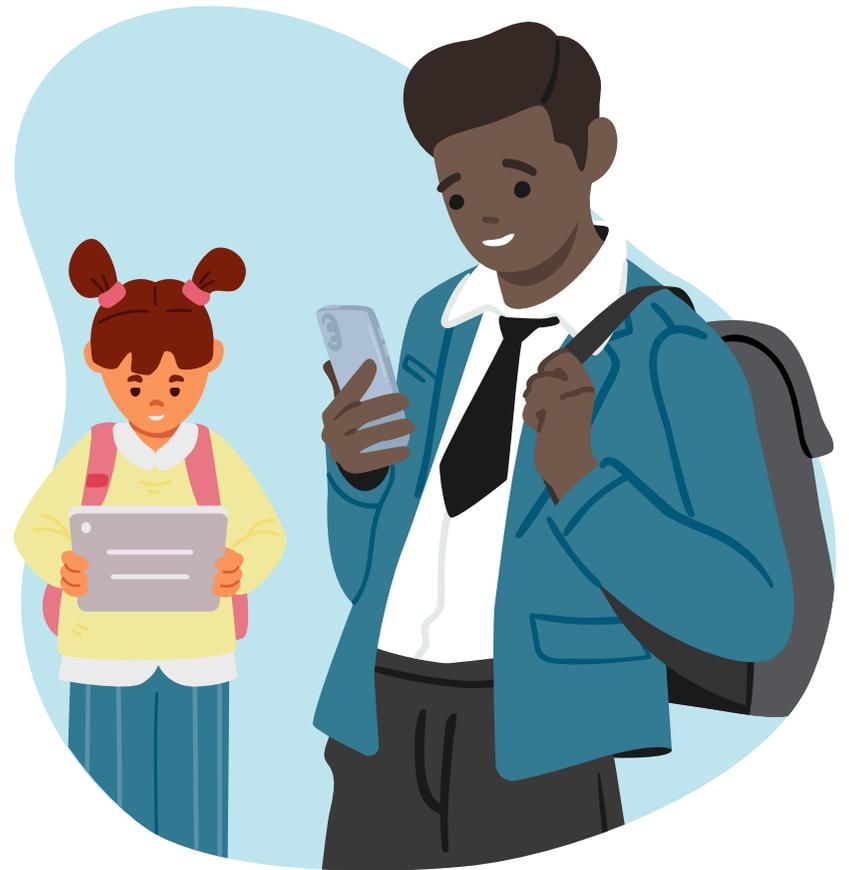
This means that online messaging apps like 'Chat Circle' will need to make it known to you if and when any other user of the same service can see your physical location.

### Question 12.2

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 to ask questions and complain if there is a problem with your personal information

Online services must give you all the information you need in a way that you can understand, so that if you have questions or something goes wrong in how they have collected, used, or shared your personal information, you feel like you 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 "Chat Circle" scenario (see scenario 12.2). You know that everyone on your friend list can see where you are, but can everyone in the entire world who is also using "Chat Circle" see your location!?

You try to find the answer on the app, but no luck. You cannot find information about what personal information of yours that "Chat Circle" is sharing with others.

You ask your parent or carer to help you look on 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 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 you to ask questions so that if something goes wrong in how they have collected, used, or shared your personal information, you feel like you 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 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?

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# 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 your 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.





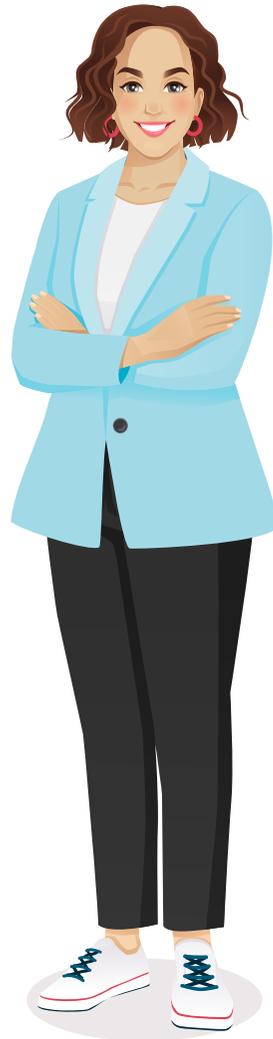
# Submit your answers to us

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](mailto:copc@oaic.gov.au) or answer the questions through one of the online forms which you can access from [www.oaic.gov.au/copc](http://www.oaic.gov.au/copc).

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

Remember, whilst the Code will help protect your personal information online, it's still important for you to be careful when online. Always talk to a trusted person if something doesn't feel right or if you are feeling unsure about an online experience you have had.

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

If you want to speak to someone about anything you read here, you can call [Kids Helpline's Counselling Service](tel:1800551800) on [1800 55 1800](tel:1800551800). It is free and confidential, which means that they won't know who you are.



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

[www.oaic.gov.au](http://www.oaic.gov.au)

[copc@oaic.gov.au](mailto:copc@oaic.gov.au)