



Privacy Policy Statement

We respect your privacy

In order to provide you with the highest standard of service, our organisation is required to collect personal information from you about your children and parents/guardians before and during the course of a child's enrolment at our service. We are committed to protecting your privacy and we abide by the National Privacy Principles contained within the Privacy Act.

Privacy of your personal information is important to us and we conduct our business with respect and integrity.

What information do we collect, why and how is it used?

Basic details are usually collected directly from parents such as your names, addresses, phone contacts, but it is also necessary for staff to collect details regarding your child's name, date of birth, medical details, health routines, likes and dislikes which make up a personal profile.

In addition, we are required to hold information regarding your child's Child Care Benefit entitlements.

All this information is vital in assisting us to provide the best possible individual care for your child and for processing payments. Some of the information we collect is to satisfy the service's legal obligations under relevant childcare legislation.

Naturally much of this information is of a personal nature and some of it might be regarded as 'sensitive' and not the sort of information that you would wish to have unnecessarily disclosed to others.

We assure you that:

- This information will only be used by our child care professionals in order to deliver your child's care to the highest standards;
- It will not be disclosed to those not associated with the care of your child without your express consent;
- You may ask to seek access to the information held about you and your child and we will provide access without undue delay;
- This access might be inspection of your child's records or by providing copies of information;
- There will be no charge made for requesting this information but there may be a fee levied to cover the cost associated with the processing of this request;
- We will take reasonable steps to ensure at all times that the details we keep about your family are accurate, complete and up to date;
- We will take reasonable steps to protect this information from misuse or loss and from unauthorised access or disclosure
- Our staff are committed to respect these principles at all times
- If a student has a valid training requirement that involves the gathering of certain information pertaining to your child or family, the student must have written consent from you and the Nominated Supervisor/Director (and/or their delegate) of the Centre.

All privacy related comments, feedback or complaints should be directed to the Centre's Director.

We will follow up all comments, feedback or complaints within 14 days and resolve them to maintain our high standards of service provision.