

Privacy Policy

Introduction

Our education and care service recognise and respects the importance of privacy and confidentiality as an individual right and a basis for building partnerships. Our service requires personal information from families to provide appropriate and responsive care. Due to the nature of our service, we may be required to provide your personal information to government agencies, our related companies and to people that we outsource functions to, for example, educational program support services or payment processing agencies. This policy has been developed to comply with the Australian Privacy Principles (APPs) (2014) and pursues the highest standard in the protection and preservation of privacy and confidentiality.

Statutory Legislation & Considerations

Alkira Early Learning Centre is required to comply with:

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011 – Regulation 181
- National Quality Standards 2011 (Standard 7.3, Element 7.3.1)
- NSW Department of Education & Communities
- Laws relating to protection of privacy and confidentiality; duty of confidentiality arising from a contract with parent; to whom and when information must be disclosed;
- Child Care Service Handbook 2012-2013
- Privacy Act 1988

Protecting your privacy and keeping your personal and sensitive information confidential is important to Alkira Early Learning Centre.

This document outlines the policy of Alkira Early Learning Centre and any of its related entities. This Privacy Policy relates to personal information we handle about our parents, our children, our visitors, our staff and other members of the public.

In this Privacy Policy, Reads Child Care and Preschool PTY LTD, ACN 167936281 (known as Alkira Early Learning Centre) use the terms, "we", "us", or "our" to refer to this service.

1) What is personal information?

- Personal information means information or an opinion that identifies you, or could reasonably identify you as an individual, whether the information or opinion is true or not.
- Some personal information is considered 'sensitive information' under the Privacy Act 1988 (Cth) (Privacy Act). Sensitive information can include information like your membership of a professional or trade association, religion, marital status or sexual preference.

2) Collecting and holding personal information

- We only collect personal information that is necessary to operate our service.
- We record and collect personal information about individuals such as:
 - Our clients, potential clients, parents, guardians, carers, children
 - Our suppliers, directors, partners, visitors and shareholders
 - Our employees, including applicants
 - Any persons that comes in contact with Alkira Early Learning Centre
- The personal information that we collect about you and your family includes:
 - your name
 - postal and street address
 - email address
 - telephone number
 - gender
 - age
 - profession/role
 - place of work
 - emergency contact details
 - any special needs or preference of your child

- information relating to any complaints you have made to us about our service
- any information we are required to maintain to satisfy government regulatory requirements.
- We also collect your payment information, such as your credit card or direct debit information
- In certain circumstances we may collect sensitive information about you such as any religious or cultural observances or any special health or developmental needs we should be aware of. The Privacy Act regulates the collection and handling of sensitive information as well. We can collect that information if you voluntarily give it to us or if you otherwise consent to us collecting it. We will only collect sensitive information about you or your child if you provide us with sensitive information, this will constitute your consent.
- It is important to understand that most of the information we request is for compliance with government regulation and if this information is not provided we may not be able to provide you with service.
- We typically hold the personal information that we collect either on electronic databases or as hard copy documents in personal files. All information is secured with access only being permitted to Management Personnel at the service who have a need to access it.

3) Methods of collecting personal information

- We collect personal information that you provide to us through:
 - Expressing interest through putting your details on our waiting list;
 - Enrolling your child/ren in our service;
 - Processing Childcare Benefit payments;
 - Bank and other transaction activities you authorize us to conduct;
 - Complaints made by you with us;
 - Court orders you ask us, or we are required to observe;
 - Emergency contact
 - Information collected by our web site;

- Bookings for training and events; release forms and testimonials;
- Parent surveys;
- When you provide material to us to enable us to provide or improve our services to you.
- We may also collect personal information about you:
 - that is publicly available from sources such as social media websites; and
 - from third parties that provide us with marketing leads.

4) Use and disclosure of your information

- We collect, hold, use and disclose personal information to
 - fulfil our obligations to provide you with the services you have asked for;
 - assist third party educational or developmental specialists acting on your behalf;
 - perform transactions that you have authorised;
 - keep you informed of relevant software and services that support your child's early education and development;
 - process Child Care Benefit or other government support payments;
 - maintain a healthy and safe environment for your child/ren;
 - enable secure access to our websites;
 - participate in the process of any third-party acquisition or potential acquisition of an interest in us or our assets;
 - process your transaction details for bank fees;
 - and fulfil any legal and regulatory obligations.

5) Security of personal information

- All personal and sensitive information in electronic form is kept in secure data bases that can only be accessed by staff who have the delegated authority to do so.

- Documentation that may be provided to the service at any time is kept in locked filing cabinets with key access. Such access can only be gained through the services approved Management Personnel.
- If you are considering sending us any personal information by standard email, please be aware that the information may be less secure in transit. We are required by law to take steps to protect the security of personal information once it comes into our possession only.
- The security measures that we put in place to protect your information are audited from time to time to ensure that the service observes best practice and is compliant with all applicable aspects of the Privacy Act.

6) Information access and correction

- Subject to any exceptions under the Privacy Act, if you have provided us with personal information, you have a right to request to access or correct it. If you want to access or correct your personal information you should contact Management Personnel through the office and put your request in writing.
- Once you have made your request for access or correction, we will respond within a reasonable period. In some cases, we may ask you to pay an administrative fee to cover costs associated with your request for access. To assist us in responding to your request, please include as much detail as possible about the personal information that you are seeking to access or correct (in order to help us locate it) and, if applicable, how you would like to access the information.
- We will provide you with a copy of or details of your personal information wherever it is possible and practicable to do so. Otherwise, we will work with you to find a mutually agreed alternative.
- If after exploring all options, we refuse to correct or give you access to your personal information, we will provide you with written notice that sets out the reasons for the refusal (except where unreasonable to do so) the mechanisms available to you to complain about the refusal and any other matters that the Privacy Act requires us to address.

7) Questions, concerns and complaints

- If you want to make a complaint about a breach of your privacy by our service, you can contact us at the office during working hours. All complaints will be investigated by an appropriately qualified and senior representative however we may engage an external person to conduct the investigation independently. We will endeavour to resolve your complaint as quickly as possible, and in any event within 30 days. If your complaint takes longer to resolve, we will keep you informed of our progress with the investigation including how we propose to resolve your complaint and what, if any, corrective measures will be put in place.
- If you require further information about our privacy complaints handling process or the progress or outcome of any privacy complaint investigation, please contact the Nominated Supervisor through the office.
- If you are not satisfied with our handling or resolution of your complaint, you can lodge a complaint with the Office of the Australian Information Commissioner ("OAIC"). For more information about making a complaint to the OAIC, visit <http://www.oaic.gov.au/privacy/making-a-privacy-complaint>.

8) Changes to this Privacy Policy

We may make changes to this Privacy Policy from time to time. We will make any changes available to all families using our services. You can also obtain a copy of the most current Privacy Policy by either emailing or writing to the Management Personnel at the service.

Review

The policy will be reviewed annually. Review will be conducted by management, employees, parents and any interested parties.

Created: September 2014
Last Review: October 2018

Date for next review: October 2019