

Privacy Collection Statement

Policy Statement

This statement outlines the type of personal information collected by this service and how information is acquired, used and shared. We will not sell personal information to any third parties. This service is committed to maintaining all personal information provided by its children, families, staff, management, volunteers, students and community in accordance with our Privacy Policy and the Australian Privacy Principles.

The service has signed an agreement with the Early Childhood services software program OWNA for all management procedures. The OWNA program enables the service to have online enrolments and all information that is to be stored to meet all regulations including medical management plans, incident, illness forms and account management information.

What is personal information? How is it collected and why?

| What information is collected? | How we collect information? | Why we collect this? |
|---|---|---|
| Medical information, health and immunization | <ul style="list-style-type: none"> ▶ Enrolment form ▶ Employment record ▶ Immunisation history statement ▶ Health care cards - Medicare and health fund information ▶ Accident, Illness and Injury forms | To ensure the health and safety of every child and as a requirement under Family Assistance Law and the NSW Public Health Act 2010. |
| Income and financial details, includes credit card and banking information | <ul style="list-style-type: none"> ▶ Enrolment form ▶ Employment record ▶ Fee payment and purchases ▶ Tax File Number | For the provision of the education and care service. |
| Contact details of family and emergency contact information | <ul style="list-style-type: none"> ▶ Enrolment form ▶ Employment record ▶ Updated details form | Required under the Education and Care Services Regulation. |
| Children's developmental records | <ul style="list-style-type: none"> ▶ Programming documents ▶ Communications with families | Required under the Education and Care Services Regulation and to provide a high quality education and care service. |
| Family Assistance information | <ul style="list-style-type: none"> ▶ Enrolment form ▶ Employment record ▶ CCMS | Required under the Family Assistance legislation and under employment legislation under Income Tax legislation. |

| | | |
|---|---|---|
| Legal information | <ul style="list-style-type: none"> ▶ Enrolment form ▶ Employment record ▶ Court orders or AVOs | Required under the Education and Care Services Regulation. |
| Employment, marital status and nationality | <ul style="list-style-type: none"> ▶ Enrolment form ▶ Employment record | Required under employment legislation and to provide priority of access under commonwealth and state legislation. |
| Qualifications | <ul style="list-style-type: none"> ▶ Employment record ▶ Certified copies of documents | Required under the Education and Care Services Regulation. |
| WWCC, criminal history checks | <ul style="list-style-type: none"> ▶ Employment record ▶ Originals of documents | Required under the Education and Care Services Regulation. |
| Staff entitlements | <ul style="list-style-type: none"> ▶ Payroll records ▶ Tax File Number | Provision of entitlements. |
| Any information required to be recorded under the National Law and Regulations, the Family Assistance Law other relevant information collected to support the enrolment of a child | <ul style="list-style-type: none"> ▶ Enrolment form ▶ Employment record ▶ Complaints records | Required under appropriate legislation. |

Personal information is information that personally identifies an individual, such as a name, residential or email address and includes information relevant to the enrolment process, billing records, documentation of a child's learning and development, and recorded information regarding complaints.

Direct communications

This service uses individual's personal information to send information by post, email or telephone.

What happens with personal information?

This service will strive to let individuals know how any personal information will be used at the time of collection. Individuals will be asked if personal information can be used to establish contact with them regarding other aspects of organisational business. This service will not sell or trade individuals' personal information to other third parties. This service collects and uses personal information generally to provide individuals with the information and the services they request, to provide appropriate and relevant information pertaining to the education and care of a child/ren, and to continue to improve service quality

Where is personal information stored?

Personal information is stored in a safe and secure manner, using locked filing cabinets or a password protected database located on the OWNA software program. Information is backed up electronically and securely stored. Data will not be altered or destroyed except in extraordinary circumstances. Hard copy information is stored at the service, which is secured to prevent entry by unauthorised people regulatory requirements. Personal information will remain on the service database indefinitely until personally advised by a customer that information is to be removed unless information has been archived or destroyed at an earlier date in accordance with privacy law and regulatory requirements

Access and updating personal information

Individuals may ask to access, update or delete personal information held about them, at any time. Reasonable steps will be taken to verify an individual's identity before granting access to, making any corrections to, or deleting information. If a customer wishes to make a complaint, please refer to the Complaints Policy.

Sources

Community Childcare co-operative (accessed december 2018)

Date created: December 2015

Date reviewed: August 2024

