



## Privacy and Security Policy

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### Aim

Our Centre aims to provide the highest possible standards of services for all families. While protecting an individual's privacy is important to us we will sometimes need to collect personal information from parents/caregivers about themselves and children at the Centre.

Our Company is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information. We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.aaic.gov.au](http://www.aaic.gov.au)

### Implementation

#### What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways including [interviews, correspondence, by telephone and facsimile, by email, via our website [www.yourbusinessname.com.au](http://www.yourbusinessname.com.au), from your website, from media and publications, from other publicly available sources, from cookies- delete all that aren't applicable] and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

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

Information such as name, date of birth, medical details, routines, address and phone numbers, bank account details, court orders, along with any specific requirements of a child parents/guardians are required as part of enrolment. This information will be made up into a personal profile created on each child to ensure that all their specific needs are met. This profile will be available for all educators to access via our software package – Qikkids.

We will also collate personal and private information regarding your child, and your family. This information will be stored in hard-copy on your child's enrolment form, and in their enrolment folder.

If applicable, our Centre is also required to collect information regarding any government Child Care assistance.

Some of the information we collect is to meet legal requirements. When applicable, the Centre is obligated to provide legal institutions with personal information about yourself and your children. Examples of these institutions include The Family Law Court, Centrelink, Department of Education, the Department of Health and the Department of Community Services.

#### Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

#### Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.



## Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure. When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information.

## Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Majura Park Childcare will not charge any fee for your access request, but will charge an administrative fee for providing copies of your Personal Information.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

## Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

## Policy Updates

This Policy may change from time to time and is available on our website.

## Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

Majura Park Childcare Centre  
02 6257 7100

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### Legislative Requirements

- Education and Care Services National Law and Regulations (ACT) 2011
- Privacy Act 1998

### Who is affected by this policy?

- Children and Families
- Staff

### Sources and further reading:

- Australian Privacy Principles (APPs) from the website of The Office of the Australian Information Commissioner at [www.aaic.gov.au](http://www.aaic.gov.au)
- Privacy Act 1998 [www.privacy.gov.au](http://www.privacy.gov.au)
- Education and Care Services National Law and Regulations (ACT) 2011

Review: This policy will be reviewed annually. The review will be conducted by:

- Management and Employees
- Interested Parties (including Families, ACT Children's Education and Care Assurance, NQF etc)

Reviewed: 05/ Feb 2019

Date for next review: 01 January 2019