



Privacy Policy

Area – Governance

1. Your Privacy is important to us

At C&K, we value your privacy and we understand that the way we collect, use and exchange your information is important to you.

We have processes and procedures in place to ensure that we collect, store, use and disclose personal information, and uphold your rights, in accordance with the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth) (**Privacy Act**).

2. Protecting your privacy

We will take reasonable steps to:

- a) ensure that the information we hold is accurate, complete and up-to-date.
- b) correct information when it is not accurate, complete or up-to-date.
- c) protect the information we store from misuse, loss and from unauthorised access, modification, interference and disclosure.
- d) give an individual or their parent/legal guardian access to all personal information we store about them in a timely manner, unless an exception applies under the Privacy Act.
- e) retain information only while it is relevant to the delivery of our services; once the information is no longer relevant or required, it will be archived and disposed of as required by law.

3. What kinds of information do we collect?

We collect personal information of our clients and users of our website.

Personal information is defined in section 6 of the Privacy Act as 'information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not'.

The Privacy Act applies to records of personal information. A 'record' includes a photograph, video image or picture of a person. If an individual can be identified in an image then it is 'personal information' and the collection, use and disclosure of the image is governed by the Privacy Act.

The personal information we collect may include:

1. information about you, including your name, gender, address, telephone numbers, email address, date of birth, bank account and credit card details, Centrelink Customer Reference number, FEE-Help status, custody arrangements and/or other information required to provide you with our services.



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2. details of individuals (primarily, an enrolled child) which include, but are not limited to:
 - a) The full name, date of birth and address of the child;
 - b) The gender of the child;
 - c) Health information about a child including:
 - i. the name, address and telephone number of their registered medical practitioner or medical service;
 - ii. if available, their Medicare number;
 - iii. details of any specific healthcare needs, including any medical condition, and allergies, including whether the child has been diagnosed as at risk of anaphylaxis;
 - iv. any medical management plan, anaphylaxis medical management plan or risk minimization plan to be followed with respect to a specific healthcare need, medical condition or allergy;
 - v. details of any dietary restrictions; and
 - vi. their immunization status.
 - d) The language used in their home;
 - e) Their cultural background and, if applicable, that of their parents/legal guardian;
 - f) Any special considerations, for example any cultural, religious or dietary requirements or additional needs
 3. The name, address and contact details of:
 - a) each known parent of the child;
 - b) any person who is an authorised emergency contact;
 - c) any person who is authorised to collect the child from the C&K premises;
 - d) any person who is authorised to consent to medical treatment of, or to authorise administration of medication to, the child (**authorised health contact**); and
 - e) any person who is authorised to authorise a C&K educator to take the child outside of the C&K premises (**authorised leave contact**).
 4. Details of any court orders, parenting orders or parenting plans provided to us relating to the powers, duties, responsibilities or authorities of any person regarding the child or access to the child;
 5. Details of any other court orders provided to us relating to the child's residence or the child's contact with a parent or other person;
 6. Photographs and videos to share children's activities with their parents/legal guardian, to use in the centres, to document our early childhood education practices and to include in



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some promotional material. We will only take and use photographs and videos of you and your child/children with your consent.

7. Information about the health or a disability (at any time) of an individual to help us provide appropriate care. We will only collect this kind of information with the consent of a child's parent or legal guardian.

4. How do we collect and store personal information?

We will collect personal information directly from you by means including, but not limited to:

- a) Enrolment form and other written forms;
- b) Keeping notes of a child's behaviour, likes and dislikes, and communicating with parents/legal guardian about their child;
- c) Taking photographs and video recordings of a child;
- d) Parents/legal guardians updating their records or the records of a child through the Kidsoft Parent Portal.

We will store your personal information in the following manner:

- a) All relevant personal information will be entered into and held on our electronic database maintained on our server or the secure server of an IT service provider utilised by us. The database is only accessible by authorised C&K staff and the server is maintained in Brisbane.
- b) If provided on an enrolment application form or by way of notes made by our staff, then the originals will be kept in safe and secure storage.

5. Overseas data storage

We use software to conduct surveys with you via email. Some of your information, such as your email address, will be stored on cloud service providers located in Luxembourg and the United States of America. When you consent to partake in the survey, you will be asked to consent to your information being stored in these countries.

6. Third Parties

We may include or offer third party products or services as a necessary part of our delivery of childhood education services and training. These third parties have separate and independent privacy policies. We generally require the third parties to protect your information at least to the same degree that we do. Please refer to such third party privacy policies for more information.

7. How do we use your Personal Information

We collect, use and exchange information for the purposes of providing childhood education care services and training and for the purposes of:



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- a) Complying with our legal obligations;
- b) Pricing and designing the provision of childhood education care services to you;
- c) Improving the delivery of childhood education care services to families.
- d) Seeking funding in relation to childhood education care services;
- e) Undertaking analysis in respect of conducting and improving our business;
- f) Conducting research in relation to childhood education care services and training;
- g) Promotional and marketing activities; and
- h) Managing our risks.

We may pass your information or data or reporting derived from your information to third parties where permitted by law or for any of the purposes above.

We may also collect information about you that is publicly available, for example from public registers or social media, or made available by third parties.

You can tell us if you don't want us to use your information for promotional and marketing activities by indicating this in your Enrolment Booklet.

We will not use or disclose personal information for any **other** purpose unless:

- a) consent has been given by the individual or their legal guardian; or
- b) the parent/legal guardian would reasonably expect us to use or disclose the information for another purpose which is directly related to our primary purpose; or
- c) we are required or authorised by law and/or under the Privacy Act.

8. How can I access or correct my information?

You have a right to request access to the personal information that we hold about you or your child. There is no fee for making such a request. If you would like to access your personal information please contact the Privacy Officer (details provided below) and they will assist you with your request.

If any of the personal information that we hold about you is incorrect, incomplete or out of date, please let the responsible person at your C&K office know and it will be corrected accordingly.

9. Complaints procedure

If you have a complaint about a breach of the Australian Privacy Principles by us relating to your personal information, please contact the Privacy Officer (details provided below).



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The first step is to lodge your complaint in writing. We take any complaint regarding the privacy of personal information seriously. We will consider and respond to a written complaint within a reasonable time.

If your complaint still remains unresolved, you may take your complaint to the Office of the Australian Information Commissioner (details provided below).

10. Contacts

C&K Privacy Officer
257 Gympie Road
Kedron QLD 4061

info@candk.asn.au

Office of the Australian Information Commissioner

Telephone: 1300 363 992

Email: enquiries@oaic.gov.au

Facsimile: +61 2 9284 9666

Website: www.oaic.gov.au

Post:

Sydney Office
GPO Box 5218
SYDNEY NSW 2001

Canberra Office
GPO Box 2999
CANBERRA ACT 2601

We appreciate your feedback regarding our privacy policy. If you have any comments or queries, please contact C&K via email on info@candk.asn.au

11. Amendments to the policy

We may change this privacy policy at any time without prior notice. When we do make any changes, we will notify you of the changes by posting an updated version of the policy to the website.

This policy was last updated on 11 December 2014.