

Adelaide University Childcare Services Inc

Waite and Adelaide Campus Childrens Centres

Privacy Policy

This Privacy Policy contains important details about why and how we collect personal information about your family and how we manage and safeguard your family's privacy when you entrust this to us.

Your privacy

We appreciate that the success of our service is dependent upon a relationship of trust being established and maintained with past, current and future families. Collecting and managing personal information with a high degree of diligence and care is key.

What information do we collect?

The Privacy Contact Officer is the Centre Director of each centre. We collect information directly from you through our enrolment and application processes and sometimes we collect or confirm this information from a third party such as funding agencies or health professionals.

The private information we are required to collect includes but is not limited to:

- Your full name, date of birth and address
- Your child/ren's full name; date of birth and address
- Name, address and contact details for:
 - Each known parent
 - Any emergency contacts
 - Any authorised nominee
 - Any person authorised to consent to medical treatment or administration of medication
 - Any person who is authorised to give permission to an educator to remove the child from the education and care services premises
- Details of court orders, parenting orders or parenting plans
- Gender of the child
- Language used in the child's home
- Cultural background of the child and parents
- Any special considerations for the child, such as cultural, religious or dietary requirements or additional needs
- Authorisations for:
 - The approved provider, nominated supervisor or an educator to seek medical treatment for the child and/or ambulance transportation
 - The service to take the child on regular outings
- Name, address and telephone number of the child's registered medical practitioner or medical service
- Child's Medicare number (if available)
- Details of any special healthcare needs of the child, including any medical condition, allergies or a diagnosis that the child is at risk of anaphylaxis
- Any medical management plan, anaphylaxis management plan or risk minimisation plan for the child

- Any dietary requirements of the child
- Immunisation status of the child
- Health records for a child sighted and signed (or noted) by an approved provider
- Certificates of immunisation or exemption as required depending on the applicable state or territory jurisdiction
- Residential status and proof of identity

You also need to be aware that when you visit our website or other web-based content, either we or our service provider may record information (such as your computer's IP address and top-level domain name, the type of browser you are using, the date, time and pages accessed) in relation to your visit.

Use and Disclosure

We only collect personal information where it is necessary for one or more of our functions or activities, such as:

- The administering and management of early childhood education and care
- Assessing your eligibility for funding support or other benefits
- Complying with any legal or regulatory obligations imposed on us
- Performing our necessary business functions

To do this, some of your private information will be shared with government agencies or funding organisations as required in order to entitle you to access various supports if needed.

We may also disclose your personal information to organisations that carry out functions on our behalf. This may include for example, education software or information technology providers, professional advisors, regulators and government agencies. Our agreements with these entities ensure this information is used only to carry out functions on our behalf and to use your private information for the purpose it was disclosed.

We may also disclose your personal information to an individual or an organisation (a 'third party') if:

- You direct us to do so;
- You consent to the third party obtaining the information from us; or
- You consent to the third party accessing the information on our systems, and/or do anything which enables the third party to obtain access

Your consent to the third party obtaining or accessing information may be implied from:

- Your use of any service or application which a third party provides to you, or makes available to you, which involves the third party obtaining or accessing personal information held by us or organisations like us; or
- You do anything else which enables the third party to obtain access to the information.

Anonymity

There are limited circumstances where you may be able to deal with us anonymously or by using a pseudonym if you request to do so. Examples include where you are seeking only general information about our services or indicative pricing. In most cases it will not be possible for you to deal with us in this way, or to commence or complete an enrolment application due to the information and identifiers required by regulators and government agencies.

Access and correction

You may request access to your personal information that we hold at any time and request a correction of any errors or amendments in that information.

We will also take reasonable steps to amend or correct your personal information to keep it accurate and up-to-date.

Please contact us if you would like to access or request a correction of your personal information.

Storage and Security of personal information

We will take reasonable steps to keep the personal information that we hold about you secure to ensure that it is protected from loss, unauthorised access, use, modification or disclosure.

Your personal information is stored within secure systems that are protected in controlled facilities.

Our employees and authorised agents are obliged to respect the confidentiality of any personal information held by us.

You can also help to keep the personal information that we hold about you secure by taking care before you authorise or otherwise assist any third party to obtain or gain access to that information.

How we manage a data breach

A data breach occurs when personal information is lost or subjected to unauthorised access, modification, use or disclosure or other misuse.

Data breaches can be caused or exacerbated by a variety of factors and give rise to a range of actual or potential harms to individuals, agencies and organisations.

The Data Assessment Plan will be used to determine whether a breach had occurred.

In the event of any suspected data breach, the matter will be investigated to determine:

- The nature of the breach
- The number of people impacted
- The extent to which an individual or group may be harmed by the breach
- Remedial action to minimise or prevent impact
- Review of systems to minimise the possibility of a future similar breach

De-identification and destruction

When your child/children leave our service, the following records must be retained by law for the periods of time listed. At the conclusion of that period, the documents and record will be de-identified and destroyed.

Type of record	Timeframe	Reference
Child Assessments including ISS and other special assessment	Until 25 years after child's last attendance	Regulation 74, 183 Education and Care Services National Regulations ACEQA

Incident, injury, trauma and illness records	Until the child is 25 years old	Regulation 87, 183 Education and Care Services National Regulations
Medication record	Until 3 years after child's last attendance	Regulation 92, 193 Education and Care Services National Regulations
Child's Attendance	Until 3 years after child's last attendance	Regulation 158-159, 183 Education and Care Services National Regulations
Child enrolment	Until 3 years after child's last attendance	Regulation 160, 183 Education and Care Services National Regulations
Death of a child while being educated and cared for by the service	Until 7 years after child's last attendance	Regulation 12, 183 Education and Care Services National Regulations
Staff record	Until 3 years after child's last attendance	Regulation 145 Education and Care Services National Regulations
Record of access to early childhood teacher	Until 3 years after child's last attendance	Regulation 152 Education and Care Services National Regulations
Record of educators working directly with children	Until 3 years after child's last attendance	Regulation 151 Education and Care Services National Regulations
Record of volunteers and students	Until 3 years after child's last attendance	Regulation 149 Education and Care Services National Regulations

All other documents excluding photographs and records that are not listed above will be De-identified and destroyed within 30 days of your departure from the service. Photographs will be stored in digital format and retained indefinitely but will be de-identified.

Our service uses a secure document destruction service to destroy records from our site.

Changes to this policy

From time to time it may be necessary for us to review our Privacy Policy and the information contained in this document. We will notify you of any changes by posting an updated version on our website and providing you with a revised copy of the document.

Privacy concerns, complaints or changes to your information

If you have concerns, wish to make a complaint regarding the handling of your personal information by us or if you would like to correct information we currently hold, please contact our Privacy Contact Officer, for Waite Campus, Centre Director on telephone: 83136560; and Privacy Contact Officer for Adelaide Campus Centre Director on telephone: 83135429.

If you are not satisfied with the response provided you are encouraged to contact the Chair of the Adelaide University Childcare Services In writing: auacs@adelaide.edu.au.

You may also refer your complaint directly to:

Office of the Australian Information Commissioner

Phone: 1300 363 992

Email: enquiries@oiac.gov.au

www.oiac.gov.au External Link

Further Information about privacy

You can find more information about privacy (including information about specific issues, answers to frequently asked questions and links to the 13 Australian Privacy Principles on the Office of the Privacy Commissioners website at <http://www.oaic.gov.au/> External Link