

## Privacy Collection Statement

NSW Family Day Care Association (NSWFDCA) and the In Home Care Support Agencies (NSW and SA) have to collect a range of private information from, families and In Home Care service providers and educators.

We have this procedure to ensure that families, service providers and educators know what information we collect and why and how they can ask us to change the information if what we have on file is wrong.

We also have this procedure because of our obligations under the Privacy Act 1988 (Privacy Act) including the Australian Privacy Principles.

### What do we want to do?

We want to:

**Collect personal information from families, service providers and educators lawfully and in line with our privacy procedure.**

**Ensure families and service providers and educators are aware of:**

- what personal information we collect,
- why we collect it,
- how we use it,
- where it is stored,
- how it can be accessed and updated as needed.

### How will we do it?

- We will provide each family, service provider and educator with this statement when they first become involved with the In Home Care Support Agencies.
- We will maintain all personal information provided by children, families, staff, management, volunteers, students and community in accordance with our Privacy Policy and the Australian Privacy Principles.
- We will review this statement on an ongoing basis to ensure it meets its goals and ensure it complies with changes to laws and regulations. Families, services and educators will be given notice of any change to this procedure 14 days before it is changed.

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

What information is collected?	How do we collect information?	Why do we collect this?
<b>Medical information, health and immunisation</b>	<ul style="list-style-type: none"> <li>▪ Family Management Plan</li> <li>▪ Employment record</li> <li>▪ Immunisation history statement</li> <li>▪ Health care cards – Medicare and health fund information</li> <li>▪ Accident, Illness and Injury forms</li> </ul>	To ensure the health and safety of every child and as a requirement under Family Assistance Law.
<b>Income and financial details, includes credit card and banking information</b>	<ul style="list-style-type: none"> <li>▪ Family Management Plan</li> <li>▪ Employment record</li> <li>▪ Fee payment and purchases</li> <li>▪ Tax File Number</li> </ul>	For the provision of the education and care service and as required under Family Assistance legislation.
<b>Contact details of family and emergency contact information</b>	<ul style="list-style-type: none"> <li>▪ Family Management Plan</li> <li>▪ Employment record</li> <li>▪ Updated details form</li> </ul>	Required under IHC Guidelines.
<b>Children’s developmental records</b>	<ul style="list-style-type: none"> <li>▪ Observations</li> <li>▪ Assessment of children’s learning</li> <li>▪ Programming documents</li> <li>▪ Communications with families</li> </ul>	Required under the IHC Guidelines and to provide a high quality education and care service.
<b>Family Assistance information</b>	<ul style="list-style-type: none"> <li>▪ Family Management Plan</li> <li>▪ Employment record</li> <li>▪ CCSS</li> </ul>	Required under the Family Assistance legislation.
<b>Legal information</b>	<ul style="list-style-type: none"> <li>▪ Family Management Plan</li> <li>▪ Employment record</li> <li>▪ Court orders or AVOs</li> </ul>	Required under the IHC Guidelines.
<b>Employment, marital status and nationality</b>	<ul style="list-style-type: none"> <li>▪ Family Management Plan</li> <li>▪ Employment record</li> </ul>	Required to provide priority of access under Commonwealth legislation.

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>▪ Employment record</li> <li>▪ Certified copies of documents</li> </ul>	Required under the IHC Guidelines.
<b>WWCC, criminal history checks</b>	<ul style="list-style-type: none"> <li>▪ Employment record</li> <li>▪ Originals of documents</li> </ul>	Required under the IHC Guidelines.
<b>Staff entitlements</b>	<ul style="list-style-type: none"> <li>▪ Payroll records</li> <li>▪ Tax File Number</li> </ul>	Provision of entitlements.
<b>Any information required to be recorded under the IHC Guidelines, the Family Assistance Law and other relevant information collected to support the enrolment of a child.</b>	<ul style="list-style-type: none"> <li>▪ Family Management Plan</li> <li>▪ Employment record</li> <li>▪ Complaints records</li> </ul>	Required under appropriate legislation

Personal information is information that personally identifies someone, such as a name, home or email address and includes information relevant to the Family Management Plan, credit card information, billing records, documentation of a child’s learning and development, and information the NSWFDCA records about complaints.

Publicly available information, such as information on a public website profile is not considered personal information.

This service only collects personal information when people choose to give it to us, such as when families enrol a child in a service, pay fees or subscriptions, and provide health or family information to support the inclusion of a child.

We comply with the Payment Card Industry Data Security Standards (PCIDSS) when handling credit card transactions and securely stores all credit card information for Direct Debit or credit card payment/eftpos payments.

## Direct communications

NSWFDCA uses people's personal information to send information by post, email or phone. Anyone can choose to not receive such information upon enrolment or by telling the organisation in writing.

If you do not wish to receive direct communications, contact us directly.

## What happens with personal information?

We will strive to let people know how any personal information will be used at the time we collect it. People will be asked if personal information can be used to establish contact with them regarding other aspects of NSWFDCA's business. We will not sell or trade peoples' personal information to other parties.

We collect and use personal information generally to provide people with the information and the services they request, to provide appropriate and relevant information about 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 and computer. 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 organisation, which is secured to prevent entry by anyone that shouldn't be there. Any personal information not actively being used may be archived, as required by the Education and Care Regulations or IHC Guidelines.

Personal information will remain on the service database indefinitely until advised by a customer or staff member 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 someone's identity before granting access, making any corrections to, or deleting information. If a customer wishes to make a complaint, they should refer to the Complaints Policy.

People requiring access to, or wanting to update personal information, can contact NSWFDCA.