



**Coowarra Out Of School Hours**

**Care Service Inc**

# **Confidentiality Policy**

## **Policy Statement**

Coowarra OOSH will take steps to protect the privacy of individuals associated with the service by ensuring that all records and personal information about individual children, families, educators, employees and management are collected, stored and used appropriately, and are not disclosed except in accordance with this policy.

Coowarra OOSH will treat confidential information carefully. Employees, managers and members of the management committee will not share or disclose confidential information except as required in the proper performance of their functions, or as required by law.

## **The information we collect**

Information we gather is vital to our operation and to ensure that we comply with regulations, legislation, and business requirements. The information collected may include some sensitive information (as defined by the Privacy Act). Information can be sensitive due to regulations and industry standards.

- Personal information must only be collected for the purposes necessary for the function and activities of the Organisation and only by means that are permissible by law.
- The types of sensitive information that we collect from families, employees and volunteers may include:
  - employment Records (recruitment, terms and conditions, performance, discipline and resignation)
  - general information eg: name, address, date of birth, contact details etc
  - health Information (allergies, medical conditions, etc)
  - financial Information (credit cards, salaries, banking, transactions and more)
  - business plans and other intellectual property
  - information about your beliefs, relevant to the services or assistance you have requested
- Information will be collected via online enrolment program, email, letters, written correspondence, verbal interactions and other forms of communication.
- The information may reside on our computing systems or backup devices, accessed through web based software or be on paper. Information locations must be approved by Management and remain in approved locations only.
- All sensitive information will be kept in locked cabinets or through password protected programs, software and websites.



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- Where practicable, the purpose for which we collect personal information will be made clear at the time of collection. If you do not provide us with certain information we may be unable to provide you with access to some of our services or the assistance you have requested.
- Where reasonably possible, we will only collect information directly from the individual or family to whom the information relates. The individual or family may authorise the collection of information from a third party in writing.
- Users can visit our website without revealing who they are or other personal information unless they log on or register with us. We will not collect any personal information about visitors to the website except when they knowingly provide it.

#### How we use personal information

- We will use personal information:
  - to assess your application for the services;
  - to provide and administer the services; and
  - or planning, strategic, financial and other business purposes in relation to our services.
- If you do not provide the personal information requested by us, we will not be able to provide the services.
- We will use the personal information we collect for the purpose disclosed at the time of collection, or otherwise as set out in this Privacy Policy.
- We will not use personal information for any other purpose without first seeking consent, unless:
  - directed by a court of law
  - it is to prevent or lessen a serious and imminent threat to the life or health of the individual the information relates to if we use or disclose information, as authorised above, we will make written note of the use of disclosure and the reason for its disclosure
- We will only use and disclose personal information, with consent, as follows:
  - to establish and maintain your involvement with us
  - to provide the products or services that have been requested from us
  - to answer enquiries
  - to register individuals for events, conferences or promotions
  - to assist us to make our sites, services and products more valuable to our community



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- for direct promotion of products or services and to keep you informed of new developments we believe may be of interest to you. If we contact you in this way without obtaining your prior consent, we will provide you with the opportunity to decline any further promotional communications
- to third parties where we have retained those third parties to assist us to operate and provide the products or services requested, such as education instructors, catering and event coordinators, promotions companies, transport providers, health care providers, website hosts and IT consultants, and our professional advisers such as consultants, lawyers and accountants. In some circumstances we may need to disclose sensitive information to third parties as part of the services requested
- to different parts of the Organisation to enable the development and promotion of other products and services and to improve our general ability to assist attendees and the wider community

#### **When we disclose personal information**

- We may disclose personal information:
  - to suppliers and authorised providers for the purpose of enabling us to provide the services;
  - to government agencies or individuals appointed by a government in relation to before and after school care;
  - to the extent necessary for medical treatment of a child;
  - where you have otherwise consented to the disclosure.
- You acknowledge that in certain circumstances we may be permitted or required by law to use or disclose personal information about you and your family.
- Lists of children's or families' names, emails and phone numbers constitute personal information, are not for public viewing and will not be issued to any other person or organisation without written consent.

#### **Security of personal information**

- We use all reasonable precautions to protect personal information from loss, misuse, unauthorised access, modification or disclosure. (See the Maintenance of Records Policy.)

#### **Control over and access to personal information**

- We will, on request, provide you with access to the personal information we hold about you or your child, unless there is a legal or other valid reason not to do so.



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- We may recover from you our reasonable costs of supplying you with access to this personal information and your request to provide access to this personal information will be dealt with in a reasonable time.
- If we refuse to provide you with access to the personal information, we will provide you with reasons for the refusal.
- If you want to find out what information we have about you, please contact the Director (Nominated Supervisor). We will ask you for proof of your identity before providing access.
- You are solely responsible for keeping the personal information we hold for you and your family complete and up to date. If you think that any personal information we hold about you is not accurate, complete and up-to-date, you must ask us to correct that information and we will do so unless there are valid reasons for not complying with such a request.
- All current employees will have access to various information dependent on their role.
- Information is only to be accessed from authorised devices and at authorised locations. No information is permitted to be accessed or taken off sight of Coowarra OOSH
- Individuals and families can request access to the information that we hold about them or their family by contacting the Nominated Supervisor
- We will provide access to personal information unless we are legally authorised to refuse your request, and within the presence of a member of Management.
- If you wish to change personal information that is out of date or inaccurate, contact us in writing. Families can inform us of changes through using their personal log in of our current enrolment system and Staff need to email Management.
- Archiving of personal information will be kept for the relevant period as per Regulation 183 of the Education and Care Services National Regulations. Some archiving is done electronically.
- We may refuse your request to access, amend or delete your personal information in certain circumstances. If we do refuse your request, we will provide you with a reason for our decision

#### **Confidential information**

- Senior employees and all members of the Coowarra OOSH parent management committee are required to sign a confidentiality undertaking, requiring them to keep confidential (among other things) all information relating to past, current and prospective clients of the service, except as required in the proper performance of their functions, or as required by law.
- Personal conversations with parents/guardians about their children, or other matters that may impact on a child's enrolment (such as fees), will be treated as confidential and will take place in an area that affords them privacy.



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#### Deletion of Private Information

- We take reasonable steps to destroy or permanently de-identify personal information no longer needed for any purpose for which the information may be used or disclosed under the Privacy Act.

#### Changes to this Privacy Policy

- We may amend this Privacy Policy from time to time by having the amended version available at the Services or on our website. We suggest that you visit our website regularly to keep up to date with any changes.

#### Complaints

- If you have concerns about how Coowarra OOSH has handled your information or believe there has been a breach of the Australian Privacy Principles, you can raise this with us.

#### CONSIDERATIONS

Education and Care Services National Regulations	National Quality Standard	Other Service policies/documentation
170 Offence relating to unauthorised persons on education and care service premises Regulations 111 Administrative Space 145 Staff Record 146 Nominated Supervisor 147 Staff Members 148 Educational Leader 149 Visitors and Students 150 Responsible Person 151 Record of educators working directly with children 158 Children's attendance record to be kept by approved provider 160 Child enrolment records to be kept by approved provider and family day care educator 161 Authorisations to be kept in enrolment record 162 Health information to be kept in enrolment record 181 Confidentiality of records kept by Approved Provider 183 Storage of records and other documents 184 Storage of records after service approval transferred	4.2.2 Professional standards 6.1.1 Engagement with the service 6.2.2 Access and participation 7.1.2 Management systems	- Parent Handbook - Staff Handbook - Enrolment and Orientation Policy - Code of Conduct – Staff, Management Committee, Volunteers and Students - Security - Communications - Social Media - Information Exchange - Staff Professionalism

UPDATED AND ENDORSED: January 2023

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