



# Privacy Collection Statement

November 2014

PCCM is committed to maintaining all personal information provided by **Families, Members, Personnel**, Service Providers and the general community in accordance with our Privacy & Confidentiality Policy and the Australian Privacy Principles.

All **Families, Members** and **Personnel** are provided with a *Privacy Collection Statement* upon enrolment, membership or commencement of employment.

This statement outlines the type of personal information collected by the **Service** and how information is acquired, used and shared. We will not sell personal information to any third parties.

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

What information is collected?	How we collect information?	Why we collect this?
<b>Medical information, health and immunisation</b>	<ul style="list-style-type: none"> <li>• Enrolment form</li> <li>• Employment record</li> <li>• Immunisation 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 and the NSW Public Health Act 2010.
<b>Contact details of family and emergency contact information</b>	<ul style="list-style-type: none"> <li>• Enrolment form</li> <li>• Employment record</li> </ul>	Required under the Education and Care Services Regulation.
<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 Education and Care Services Regulation and to provide a high quality education and care service.
<b>Legal information</b>	<ul style="list-style-type: none"> <li>• Enrolment form</li> <li>• Employment record</li> <li>• Court orders or AVOs</li> </ul>	Required under the Education and Care Services Regulation.
<b>Employment, marital status and nationality</b>	<ul style="list-style-type: none"> <li>• Enrolment form</li> <li>• Employment record</li> </ul>	Required under employment legislation and to provide priority of access under commonwealth and state legislation.
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Employment record</li> <li>• Certified copies of documents</li> </ul>	Required under the Education and Care Services Regulation.

<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 Education and Care Services Regulation.
<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 National Law and Regulations, the Family Assistance Law other relevant information collected to support the enrolment of a child</b>	<ul style="list-style-type: none"> <li>• Enrolment form</li> <li>• Employment record</li> <li>• Complaints records</li> </ul>	Required under appropriate legislation.

Personal information is information that personally identifies an individual, such as a name, residential or email address and includes information relevant to the enrolment process, documentation of a child’s learning and development, and information regarding complaints.

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

The **Service** only collects personal information when individuals specifically and knowingly elect to provide this, such as when individuals enrol a child in the service, pay fees, memberships or subscriptions, and provide health or family information to support the inclusion of a child.

**Direct communications**

The Service uses individual’s personal information to send information by post, email, social media or telephone. Individuals are provided with an opportunity to elect not to receive such information upon enrolment or through written notification to the service.

**What happens with personal information?**

This service will strive to let individuals know how any personal information will be used at the time of collection. Individuals will be asked if personal information can be used to establish contact with them regarding other aspects of organisational business. This service will not sell or trade individuals’ personal information to other third parties.

This service collects and uses personal information generally to provide individuals with the information and the services they request, to provide appropriate and relevant information pertaining to the provision of services for children and families 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 service, which is secured to prevent entry by unauthorised people. Any personal information not actively being used may be archived, in accordance with regulatory requirements.

Personal information will remain on the service database indefinitely until personally advised by a customer 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 an individual's identity before granting access, making any corrections to, or deleting information. Grievances may be submitted in accordance with the **Service's Grievance Policy**.

Individuals requiring access to, or wanting to update personal information, may contact the **Service**.

### **RELEVANT INSTRUMENTS:**

1. Education & Care Services National Regulations 2013
2. Education and Care Services National Law 2010
3. National Quality Standard, 7.3.5
4. Community Child Care Cooperative Ltd (NSW), Privacy Collection Statement

### **ABBREVIATIONS:**

**PCCM** – Paroo Contact Children's Mobile Incorporated

### **DEFINITIONS:**

**Families:** All families using the **Service**, regardless of how that family is structured.

**Members:** All current members of Paroo Contact Children's Mobile Inc. other than the Management Committee.

**Personnel:** all permanent, temporary and casual staff, volunteers, student placements and the Management Committee.

**Service:** Paroo Contact Children's Mobile Incorporated.

### **RELATED POLICIES & DOCUMENTS:**

Privacy & Confidentiality Policy

Grievance Policy

Staff Employment Policy

Enrolment Forms

### **VERSION CONTROL:**

Ratified: 14/11/2014 by PCCM Management Committee

Review Date: 2019 [5 years after ratification], or as required due to legislation, regulation or constitution changes.