

Commitment

The Roderick Street Community Kindergarten Association (RSCK) is committed to protecting the privacy of all people with whom we communicate. RSCK will collect, hold, use and disclose only the personal information that is reasonably necessary to carry out our functions and activities, and will be bound by the Australian Privacy Principles set out in *the Privacy Act 1988* (Cth) (Privacy Act) and the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act).

What personal information we collect

RSCK collects and uses 'personal information' (as defined in the Privacy Act):

Personal information:

- information or an opinion about an identified individual, or an individual who is reasonably identifiable
- can be true or false, verbal, written or photographic
- can be recorded or unrecorded
- includes a person's name, address, contact details, date of birth and gender

Sensitive information (a subset of personal information) includes information about a person's:

- race or ethnic origin
- religious beliefs
- criminal record
- health information, including genetic, biometric, physical and mental health, disability, use of health services and COVID-19 vaccination status.

Why do we collect, hold, use and disclose your personal information

We collect, hold, use and disclose personal information to achieve Our Purpose to:

- Provide you and your children with the highest standard of early childhood education and care services
- Advocate for children and the early childhood education and care sector
- Run our business
- Comply with Public Health Directions
- Carry out other functions and purposes necessary or incidental to achieve Our Purpose.

In order to achieve Our Purpose we use and disclose personal information to:

Set fees, improve our centres and meet our obligations under funding arrangements

- Share information about children's

activities through portfolios and online portals

- Communicate with you via letters, emails, SMS, online portals, electronic sign in/out, surveys and other communication channels
- Undertake or participate in early childhood education and care research projects with families, children and partners
- Support work experience, vocational education and university students who undertake practicum placements at our centres
- Promote and market RSCK, including using social media
- Recruit appropriately qualified staff members
- Comply with our legal obligations, including making disclosures required or authorized by law, a court or tribunal, and government authorities
- Manage complaints and internal reviews and investigations
- Manage our risks
- Develop RSCK's business
- Communicate with service providers to provide our services to you (including, for example, our website server hosts and our insurance providers)
- Third party service providers we engage for the purpose of enabling them to provide their services, including (without limitation) IT service providers, data storage, debt collectors and payment systems operators
- To perform our duties and fulfil our requirements under QKF service agreement.

How we collect your personal information

We try to only collect the personal information we need to achieve Our Purpose. The main way we collect information about you is when you give it to us. What information we collect and how we collect it is set out in the table attached to this Policy.

We will notify you when we are collecting your personal information. We will obtain your express consent to collecting sensitive information. If you don't

want us to use your information you can tell us at the time it is collected or as soon as possible afterwards.

If you do not want RSCK to collect and use your personal information we may not be able to provide services to or assist you.

How we disclose your personal information

We will not use or disclose personal information for any other reason except to achieve Our Purpose and undertake our activities unless:

- you have consented
- you would reasonably expect us to use or disclose the information for another purpose which is directly related to Our Purpose or
- we are required or authorised by law and/or under the Privacy Act.

How we store and protect your personal information

Most of the information we hold about you will be stored electronically. We take reasonable steps to protect your personal information as far as practicable by:

- storing information on secure servers or locations accessible only to persons authorised by RSCK
- all employees regularly completing privacy training
- appropriately destroying personal information no longer required
- conducting internal assessments to determine privacy requirements and compliance with our security measures

Unfortunately, no electronic system is guaranteed to be 100% secure. If a data breach occurs we will take the necessary steps under the Privacy Act to mitigate the risk of damage and, as required, notify you and the Privacy Commissioner.

Overseas data storage

Some of the service providers that we use to run our business may store data in the United States of America and other overseas countries including the EU, Ireland, Switzerland, Canada, Germany, Singapore and New Zealand. C&K takes all reasonable steps to protect your personal information in accordance with the Privacy Act, including:

- assessing if the service provider is subject to a privacy regime that offers similar protection to Australia
- entering into contractual arrangements that require appropriate standards of privacy
- seeking the consent of individuals prior to transferring the information or
- as is otherwise permitted by law.

How to access or correct your personal information

You have the right to:

- access the personal information we hold about you and
- ask that we correct that information.

To do so please contact our Director. We will respond to your request within 30 days unless there is a lawful reason for not doing so.

We may ask you to verify your identity before we give you access to your personal information or correct that information.

How to make a complaint

If you believe that RSCK has breached your privacy please contact the RSCK Committee President:

Email: roderickstkindy@bigpond.com

The President will:

- acknowledge your complaint within five business days
- Investigate your complaint
- endeavour to respond to you with the outcome of the investigation within 30 business days.

If you make an anonymous complaint we may not be able to properly investigate or respond to it.

When we review your complaint, we may need to contact the people you name and disclose to them your identity and the nature of your complaint. If you do not wish RSCK to do so please let us know. However, this may limit our ability to properly investigate and resolve your complaint.

If you are dissatisfied with RSCK's response or believe your complaint remains unresolved, you may take your complaint to the Office of the Australian Information Commissioner. The contact details for the Office of the Australian Information Commissioner can be found via its website located at <https://www.oaic.gov.au>.

Amending this policy

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

What personal information we collect and how we collect it

How we collect your personal information and the type of personal information that we collect about you and your family will vary, depending on how we interact with you. This includes, but is not limited to:

If your child is waitlisted or enrolled at Roderick Street Community Kindergarten

Information Collected	How it is collected
<ul style="list-style-type: none"> Full name (child) Address details Date of birth (child) 	Affiliate Data Collection spreadsheet or Online via the Affiliate's Kidsoft Childcare Management System
<ul style="list-style-type: none"> If you provide feedback to C&K 	Website or in writing
Sensitive Information	
<ul style="list-style-type: none"> Health information including details of a child's health care card, suspected or diagnosed disability Religion, cultural background and language spoken at home Any information relating to special requirements for a child's care (this may constitute sensitive information) Health or medical information about your child's additional needs (for example if we are applying to C&K for inclusion support funding) 	Affiliate Data Collection spreadsheet or Online via the Affiliate's Kidsoft Childcare Management System

Early Childhood Teachers

Information Collected	How it is collected
<ul style="list-style-type: none"> Name Qualification and Qualification Status 	Affiliate Data Collection spreadsheet or Online via the Affiliate's Kidsoft Childcare Management System

Students, Volunteers and External Contractors

Information Collected	How it is collected
<ul style="list-style-type: none"> Name Email Address Contact Number Blue card type Blue card number Blue card expiry date Referee Name Referee Position / Relationship Referee Contact Details Student, Volunteer /External Contractor Signature 	In writing and / or online
<ul style="list-style-type: none"> Identification document eg drivers licence, passport Blue Card (or similar) 	Photocopy or electronic / digital image

C&K Open Week Event (Families)

Information Collected	How it is collected
<ul style="list-style-type: none"> Parent / guardian name Child's name Child's Date of Birth Email Address Postcode Contact Number 	In writing and / or online

Attending a RSCK Event

Information Collected	How it is collected
<ul style="list-style-type: none"> Parent / guardian name Child name Address Date of birth Email address Address Contact Number 	In writing and / or online
<ul style="list-style-type: none"> Photograph or video of you participating in the event 	Electronic / digital image

Visiting RSCK's or C&K's website and participating in RSCK's or C&K's social media

Information Collected	How it is collected
<ul style="list-style-type: none"> Name (if provided) Address (if provided) Date of birth (if provided) Email (if provided) Contact number (if provided) Social media handle Details about your computer 	www.candk.asn.au Facebook Instagram Cookies Web analytics
<ul style="list-style-type: none"> Images 	When you upload images to C&K's social media accounts such as Facebook

Web analytics and tracking

We use software such as (but not limited to) Google Analytics and Crazy Egg to collect data about your interaction with our website.

The sole purpose of collecting this data is to improve your experience when using our site.

Examples of the types of data we collect with these tools include:

- your device's IP address
- device screen size
- device type, operating system and browser information
- sessions
- page views
- conversions
- bounce rate
- session duration
- geographic location (city)
- referring domain and out link if applicable
- search terms and pages visited on our website
- date and time when pages were accessed on our website
- heat mapping to improve functionality

Cookies

Cookies are small data files transferred onto computers or devices by websites for record-keeping purposes and to enhance functionality on the website. Most browsers allow you to choose whether to accept cookies or not. If you do not wish to have cookies placed on your computer, please amend your browser preferences before accessing the C&K website.

Applying for employment with RSCK

Information Collected	How it is collected
<ul style="list-style-type: none"> Name Address Date of birth Email Contact number Documents setting out your employment history (such as a resume or CV) Name and contact details of your personal referees 	In writing and / or online (Page Up)
Sensitive Information	
<ul style="list-style-type: none"> Religion, cultural background and language spoken at home 	In writing and / or online (Page Up) Electronic / digital image

Providing feedback or making a complaint to RSCK

Information Collected	How it is collected
<ul style="list-style-type: none"> Name Address Email address Contact Number Details of your complaint which may include reference to personal or sensitive information that you provide to us 	In writing or via website online form