

QA7

PRIVACY AND CONFIDENTIALITY PROCEDURE



STEP 1 – COLLECTION OF DATA

Story House Early Learning is committed to protecting personal information in accordance with our obligations under the *Privacy Act 1988* and *Privacy Amendments (Enhancing Privacy Protection) Act 2012*.

Personal information includes a broad range of information, or an opinion, which could identify an individual.

Sensitive information is personal information that includes information or an opinion about a range of personal information that has a higher level of privacy protection than other personal information.

Source: OAIC-Australian Privacy Laws, Privacy Act 1988

Personal information our service may request regarding enrolled children

- Child's name
- Gender
- Date of birth
- Birth Certificate
- Address
- Religion
- Language spoken at home
- Emergency contact details and persons authorised to collect individual children
- Children's health requirements
- Immunisation records- (Immunisation History Statement)
- Developmental records and summaries
- External agency information
- Custodial arrangements or parenting orders
- Incident reports
- Medication reports
- Child Care Subsidy information
- Medical records
- Permission forms – including permission to take and publish photographs, video, work samples
- Doctor's contact information
- Centrelink Customer Reference number (CRN)
- Dietary requirements

Personal information our service may request regarding Parents/Guardians

- Parent/s full name
- Address
- Phone number (mobile & work)
- Date of Birth
- Email address
- Bank account or credit card detail for payments
- Centrelink Customer Reference number (CRN)
- Family court documentation- custody arrangements or parental agreement
- Any other information related to Family Assistance Law

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Personal information our Service may request regarding Team Members and Volunteers

- Personal details
- Tax information
- Banking details
- Date of Birth
- Working contract
- Emergency contact details
- Medical details
- Immunisation details -including COVID-19 vaccinations.
- Working With Children Check verification
- Educational Qualifications
- Medical history
- Resume
- Superannuation details
- Child Protection qualifications
- First Aid, Asthma and Anaphylaxis certificates
- Professional Development certificates
- PRODA related documents such as RA number and background checks

STEP 2 - METHOD OF COLLECTION OF INFORMATION

- Information is generally collected using standard forms at the time of enrolment or employment.
- Additional information may be provided to the Service through email, surveys, telephone calls or other written communication.
- Information may be collected online through the use of software such as CCS software or Qikkids program.

STEP 3 - STORAGE OF PERSONAL INFORMATION

To protect personal and sensitive information, our services maintain physical, technical and administrative safeguards. All personnel records, CCS information, personal records related to Children and Families and other records related to service's provision of education and care will be stored securely and only accessed by authorised personnel.

- All hard copies of information will be stored in Children's individual files or Team Member individual files in a locked cupboard or filing cabinet.
- All computers used to store personal information are password protected. Each Team Member will be provided with a unique username and password for access to CCS software and program software. Team Members are not permitted to share usernames and passwords.
- Access to personal and sensitive information is restricted to key personal only.
- Security software is installed on all computers and updated automatically when patches are released.
- Data is regularly backed up on external drive and is managed by an external team – On platinum.
- Any notifiable breach to data is reported.
- All Team Members are bound to respect the privacy rights of Children, Families, other personnel of the service.
- All Team Members must sign a *Confidentiality Agreement Record* to maintain the privacy and security of information and agree to delete any confidential information from personal devices, surrender documentation, software and any other materials related to the service upon ceasing employment with the service.
- Procedures are in place to ensure information is communicated to intended recipients only.

STEP 4 - ACCESS TO PERSONAL AND SENSITIVE INFORMATION

Personal and sensitive information about Team Members, Families and Children will be stored securely at all times. Families who have access to enrolment or program information online will be provided with a unique username and password. Families will be advised not to share username and passwords.

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The Approved Provider will ensure that information kept in a child’s record is not divulged or communicated through direct or indirect means to another person other than:

- The extent necessary for the education and care or medical treatment of the child to whom the information relates.
- A Parent of the Child to whom the information relates, except in the case of information kept in a Team Member file.
- The regulatory authority or an authorised officer.
- As expressly authorised, permitted or required to be given by or under any act or law.
- With the written consent of the person who provided the information.

STEP 5 - DISCLOSING PERSONAL AND SENSITIVE INFORMATION

Our services will only disclose personal or sensitive information to:

- A third-party provider with Parent permission (for example CCS software provider)
- Child Protection Agency- Office of the Children’s Guardian and Regulatory Authority as per our *Child Protection and Child Safe Environment Policies*.
- As part of the purchase of our business asset with Parental permission.

STEP 6 - COMPLAINTS AND GRIEVANCES

- If a Parent, Employee or Volunteer has a complaint or concern about our service, or they believe there has been a data breach of the Australian Privacy Principles, they are requested to contact the Approved Provider so reasonable steps to investigate the complaint can be made and a response provided.
- If there are further concerns about how the matter has been handled, please contact the Office of Australian Information Commissioner on 1300 363 992 or:
https://forms.business.gov.au/smartforms/landing.htm?Formcode=APC_PC
- For any other general concerns, parents and families are requested to contact the Service Manager.

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