

Privacy Policy

This Privacy Policy describes how we collect, hold, use and disclose your personal information you provide to us, Story House Early Learning Pty Ltd, our wholly owned subsidiaries, or our agents or contractors. Please be sure to read this entire Privacy Policy before using this website or submitting personal information to us or our agents or contractors.

Personal Information

This Privacy Policy concerns any personal information or sensitive information of yours which is provided to us.

Personal information is any information about an identified individual or an individual who is reasonably identifiable, whether the information is true or not and whether the information is recorded in a material form or not.

Sensitive information is any personal information about your racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record, health, genetics, biometrics or biometric templates.

Your acknowledgement and consent

By using this website or otherwise providing us directly, or through others, with your personal information, you acknowledge that you have read and understood this Privacy Policy and consent to our collection, use, and disclosure of your personal information in accordance with this Privacy Policy, the *Privacy Act 1988* (Cth) (**Privacy Act**) as amended (including the Australian Privacy Principles) and other applicable privacy laws.

If you provide personal information to us about a child under the age of 15, you warrant that you are the parent or guardian of the child and you acknowledge agree that the child's personal information will be managed in accordance with our Privacy Policy.

Passive information collection

As you navigate through this website, certain information can be passively collected (i.e. gathered without you actively providing the information) through various technologies, such as cookies, internet tags or web beacons and navigational data collection.

This website may use and combine such passively collected anonymous information to provide better services to website visitors, customise the website based on your preferences, compile and analyse statistics and trends and otherwise administer and improve the website for your use. Typically, such analytical data is aggregated and anonymised and is not considered personal information, as your identity is not known or reasonably identifiable. Unless you have consented, we will not combine such analytical data with personally identifiable information collected elsewhere on the website.

Where your identity is known or otherwise reasonably identifiable, we will treat that information as personal information in accordance with this Privacy Policy.

How we collect your personal information?

We collect personal information that is necessary for our business activities and in order to provide and develop our services. We may do this in a number of ways, including:

- directly from you, when you provide it to us (e.g. when you correspond or transact with us, or submit any form to us) or our agents or contractors;
- from publicly available resources; or
- by analysing our own records of your use of our services and website.

What personal information do we collect and why?

The type of personal information we collect may include:

- name, gender, address, phone numbers, email address;
- date of birth;
- images or videos of the visitors or children at our services in connection with our childhood education and care services, including for the safety and wellbeing of our staff and children under our care (only in accordance with the National Model Code and guidelines and on service-assigned electronic devices or otherwise CCTV in accordance with our service's CCTV Policy);
- bank account details or credit card number, tax file number (if you are a successful job applicant);
- Copies of licences, birth certificates, immunisation records, qualifications or other documents required to provide our services or employ a team member;
- Centrelink Customer Reference Number, date of birth (for CRN holder);
- any custody arrangements;
- languages spoken;
- health and medical information; and
- observations of children's participation in the program including samples of children's work.

If we are not provided with the personal information that we request, we may not be able to meet your request or provide our services to you.

The personal information you provide us may be used for a number of purposes connected with our business operations, which include to:

- provide early childhood education and care services;
- advocate for the well-being, protection and development of children;
- document children's learning;
- verify your identity and manage children's current or prospective enrolment;
- provide you with information about our services and activities via letters, email, SMS and other communication channels;

- process any applications you submit and address or respond to any requests, enquiries or complaints from you;
- develop and improve the quality and scope of our services, and seek your feedback about our services via surveys;
- investigate any complaints or incidents at our services, including for law enforcement purposes; and
- otherwise, manage and administer our business and service, including to comply with any statutory obligations including any reporting obligations.

Your personal information may be used so that we, our wholly owned subsidiaries, agents and contractors can provide you with information about our products and services, such as by way of direct mail or telemarketing, and, where you have opted in, by email, SMS and MMS, or to request your feedback for promotional purposes. You always have the right to opt-out of receiving such information. You may exercise that right by contacting us as set out below.

We may also use your personal information for purposes related to those described above which would reasonably be expected by you, for example, to verify your identity or to contact you.

We will not use your information for purposes other than those described above unless we have your consent or as permitted by law (including for law enforcement or public health and safety reasons).

Sensitive information

We generally do not wish to be informed of a person's sensitive information.

However, in some circumstances we may collect, use or disclose sensitive information about you only as permitted by the Privacy Act. We will only collect sensitive information where it is reasonably necessary for us to perform our functions or activities, and only with your consent. Otherwise, we will only collect, use or disclose sensitive information where we are required or authorised by law to do so, for example, under the *Education and Care Services National Law (Queensland) Act 2011* (Qld).

The kind of sensitive information we may collect include health information about you or your child, including for example:

- immunisation status of children;
- dietary requirements; and
- doctor's details or any medical conditions.

Sharing your personal information

We will only disclose your personal information for the primary purpose for which the information was collected, or a related secondary purpose that you would reasonably expect us to disclose. We may also disclose your personal information in certain circumstances, such as where we are required or authorised by law or where you have consented to us doing so.

We also may disclose your personal information to:

- a third party in accordance with a request made by you;
- our related companies, as permitted by the Privacy Act and for a purpose described in this Privacy Policy;
- other persons engaged in providing us with professional, business, technology and corporate services, when reasonably required; and
- to government agencies to comply with any statutory reporting obligations including law enforcement agencies in relation to any criminal elements.

When making such a disclosure we will take reasonable steps to ensure that the recipient is bound by privacy obligations.

Unless you consent, we otherwise will not disclose your personal information to third parties.

Does my personal information leave Australia?

We will only disclose your personal information outside Australia:

- if we are authorised to do so by law;
- from time to time, for any of the purposes set out in this Privacy Policy (after taking reasonable steps to ensure that the recipient will handle your personal information in accordance with our Privacy Policy and the Australian Privacy Principles); or
- if you have consented to us doing so.

Access and correction

You may request access to any of the personal information we hold about you by contacting us as specified below. We reserve the right to charge a reasonable fee for the costs of retrieval and supply of any requested information. You will not be charged for the making mere request.

We will take all reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete and up to date. To ensure your personal information is accurate, please notify us of any errors or changes to your personal information and we will take appropriate steps to update or correct such information in our possession.

Storage and security

We will take all reasonable precautions to safeguard your information from loss, misuse, unauthorised access, modification, disclosure or destruction. We implement a range of physical and electronic security measures to protect the personal information that we hold, including ensuring that:

- all service-assigned computers are password protected;
- all records and documents are maintained and stored in accordance with Education and Care Service National Regulations; and
- securely store personal information in the 'cloud' in our approved cloud service provider's server. We also securely store personal information in the 'cloud' in our approved cloud service provider's server.

You should keep in mind that no internet transmission is ever completely secure or error-free. In particular, e-mails sent to or from this website may not be secure.

Links to other websites

This website may contain links or references to other websites to which this Privacy Policy may not apply. You should check their own privacy policies before providing your personal information.

Notifiable Data Breaches scheme

In the event of any loss or unauthorised access or disclosure of your personal information that is likely to result in serious harm to you, we will investigate and notify you and the Australian Information Commissioner as soon as practicable, in accordance with the Privacy Act.

Complaints

If you have any questions or concerns about our collection, use or disclosure of personal information, or if you believe we have not complied with this Privacy Policy or the Act, please contact us as set out below. Our Chief People Officer/Privacy Officer will investigate the complaint and determine whether a breach has occurred and what action, if any, to take.

Story House Early Learning Pty Ltd will take any privacy complaint seriously and will aim to resolve any such complaint in a timely and efficient manner, and our target response time is 30 days.

Story House Early Learning Pty Ltd expects our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied, you can also make a formal complaint with the Officer of the Australian Information Commissioner (which is the regulator responsible for privacy in Australia):

Office of the Australian Information Commissioner (OAIC)

Complaints must be made in writing

 1300 363 992

 Director of Compliance
Office of the Australian Information Commissioner
GPO Box 5288
Sydney NSW 2001

 www.oaic.gov.au

How to contact us

If you wish to contact us about anything in this Privacy Policy, or you have any questions or concerns about this Privacy Policy or our information practices (including whether and what type of health information we hold about you), please contact us at:

Chief People Officer

07 3397 5000

People@shel.edu.au

Level 1/19 Corporate Drive, Cannon Hill, QLD, 4170.

Changes to this Privacy Policy

Our Privacy Policy may change from time to time as updated on this website. Before providing us with personal information, please check this Policy on our website for any changes.

This Privacy Policy was last updated March 2026.