

# 33. Privacy and Confidentiality Policy

## National Quality Standards (NQS)

Quality Area 7: Leadership and Management	
7.1	Governance
7.1.2	Management systems

Education and Care Services National Regulations	
181	Confidentiality of records kept by the Approved Provider
183	Storage of records and other documents

## PURPOSE

To preserve private and confidential files of the children, families, staff and visitors using the service. We aim to protect the privacy and confidentiality by ensuring continuous improvement on our current systems use, storage and disposal of records, ensuring that all records and information about individual children, families, educators and management are preserved in a secure place and are only retrieved by or released to people who need the information to fulfil their responsibilities at the service or have a legal obligation to distinguish.

The Privacy Act 1998 and National Privacy Principles and any relevant registered privacy codes govern the way we must manage your personal information. This policy demonstrates how we collect, use and disclose the personal information we collect during your interaction with Story House Early Learning services.

## SCOPE

This policy applies to children, families, staff, management and visitors of the Service

## IMPLEMENTATION

The right to confidentiality and privacy of the child and the family is outlined in Early Childhood Code of Ethics and National Education and Care Regulations. We will respect the privacy of children and their parents and educators, while ensuring that they access high quality early years care and education in our service.

To run our services, we need to collect information in order to meet all legislative requirements. We generally collect this information upon enrolment through our standard forms and over our website.

The kinds of personal information we collect, and hold may include your:

- Name, gender, address, phone numbers, email address,
- Date of birth
- Bank account details, credit card number, tax file number
- Centrelink Customer Reference Number, date of birth (for CRN holder)
- Custody arrangements
- Immunization status of children
- Dietary requirements

DOCUMENT NUMBER & TITLE		QA7_33. Privacy and Confidentiality Policy			
DATE PUBLISHED	Dec 2017	DOCUMENT VERSION	v1.0	REVISION DUE DATE	December 2019
APPROVED BY: Kellie Perren – Chief Operations Officer					
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- Languages spoken
- Doctor's details
- Medical conditions
- Authorisations
- Observations of children's participation in the program including samples of children's work

Story House Early Learning takes seriously its obligations when dealing with your personal information. We will collect, hold, and use that personal information for purposes associated with:

- Providing early childhood education and care services
- Advocating for the well-being, protection and development of children
- Documenting children's learning
- Managing children's current or prospective enrolment
- Providing you with information about our services and activities via letters, email, SMS and other communication channels
- Requesting information from you about our services via surveys

## SOURCE

- Australian Children's Education & Care Quality Authority (2014)
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations
- ECA Code of Ethics
- Revised National Quality Standard 2018
- National Privacy Principles
- <https://www.oaic.gov.au/privacy-law/privacy-archive/privacy-resources-archive/national-privacy-principles>
- Privacy Victoria
- [www.privacy.vic.gov.au](http://www.privacy.vic.gov.au)
- United Nations Convention of the Rights of a child
- Privacy Act 1988

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