

Policy

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Topic	Privacy
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Intent

Silverlea Early Childhood Services Inc respects your privacy. Silverlea Early Childhood Services Inc will only collect information that is required by us to fulfil our ethical and legal responsibilities and provide appropriate and timely services. Silverlea Early Childhood Services Inc will handle your personal and sensitive information based upon the Australian Privacy Principles contained in the Privacy Act 1988 (CWth).

This policy document and associated procedures set out the rights and obligations that both you and Silverlea Early Childhood Services Inc have in relation to your personal information. This document applies to our website and all products and services offered by Silverlea Early Childhood Services Inc.

Definitions

In this privacy policy, the definition of ‘personal information’ has the same meaning as defined by the Privacy Amendment Act:

“Information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- (a) whether the information or opinion is true or not; and*
- (b) whether the information or opinion is recorded in a material form or not.”*

Examples of personal information include a person’s name and address, a photograph, details of someone’s educational qualifications or an email address.

Breach of this policy

Any breach of this policy may result in the case of a:

- Participant/family member or approved carer – may lead to counselling and/or disciplinary actions;

- Employee - may lead to dismissal;
- Volunteer - may lead to the cessation of their engagement;
- Contractor - may lead to the cancellation of services being provided by that contractor.

How Silverlea Early Childhood Services Inc collect your information

Silverlea Early Childhood Services Inc collect information about you primarily through correspondence we engage in with you, for example, enrolment forms, telephone conversations, emails, your subscription to our e-newsletter, donations you make.

What information Silverlea Early Childhood Services Inc collect and hold

Silverlea Early Childhood Services Inc only collects personal information for purposes which are directly related to its functions or activities, and only when it is necessary for or directly related to those purposes. The type of information Silverlea Early Childhood Services Inc may collect and hold varies depending on the purpose for which it is collected but may include (amongst others):

- Copies of your written correspondence with Silverlea Early Childhood Services Inc ;
- Copies of receipts and/or transaction records in relation to your financial support of our fundraising activities;
- Copies of your enrolment form, request for assistance and/or other associated documents (including documents generated during your participation in a program with, or otherwise during your interactions with us) and information that you may provide to Silverlea Early Childhood Services Inc in relation to one of the many services and programs offer;
- Copies of your volunteer agreement or employment agreement and any associated documents and information you provide to us in connection with your volunteering for or employment;
- Addresses and contact information to keep in contact with you as a supporter or donor and to inform you about the role and extent of our work and mission via our newsletters;
- Information provided to us to assess your needs and to provide you with the services and assistance we offer;
- Information required to comply with necessary business and accounting standards;
- Information to comply with our reporting obligations to the Australian Taxation Office and other government agencies and public sector bodies; and
- Details required to facilitate and manage your employment relationship or volunteer arrangement.

Generally, we may require your full name, address, contact details. More specifically:

- For recipients of our service programs, we may need to collect your name and contact details, information regarding your health, income status, religious beliefs, ethnicity and emergency contact details;
- For supporters and donors, we may need to collect your name and contact details. As a valued financial supporter of our fundraising activities, we may also need to collect your bank account or credit card details; and

- For Employees and Volunteers, we may need to collect information about your name and contact details, bank account and taxation details, qualifications, previous experience and emergency contact details.

How we collect and keep safe your personal and sensitive information

We may keep copies of the above documents (in physical or electronic form, at our determination) as is necessary to carry out our functions and provide our services and programs. All personal and sensitive information is securely stored at all times by Silverlea Early Childhood Services Inc or an authorised external service provider and only authorised people will have access to the above documents and information.

Why we collect and hold personal and sensitive information

Silverlea Early Childhood Services Inc may collect, hold, use and disclose personal and sensitive information for purposes necessary to carry out our functions and provide our services and programs. Silverlea Early Childhood Services Inc are committed to maintaining your privacy and we will only use your personal and sensitive information for a permitted purpose for which we have collected the information.

Identifying or not identifying yourself

You have the option of not identifying yourself or using a pseudonym when dealing with Silverlea Early Childhood Services Inc in relation to a particular matter, unless we believe it is impracticable to do so in the circumstances. If you wish to deal with Silverlea Early Childhood Services Inc in this manner, you must tell us in writing so that we can consider if your request is practicable (refer below for contact details).

Non-personal identification information

Silverlea Early Childhood Services Inc may collect non-personal identification information about you whenever you interact with our website. Non-personal identification information may include the browser name, the type of computer and technical information about your means of connection to our website, such as the operating system and the Internet service provider utilised and other similar information.

Unsolicited information

If Silverlea Early Childhood Services Inc receives personal information that we did not solicit, we will, within a reasonable period after receiving the information, determine whether or not we could have collected the information under Australian Privacy Principle 3, had we solicited the information. If we determine that we could not have collected the personal information and the information is not

contained in a Commonwealth record, we will, as soon as practicable but only if it is lawful and reasonable to do so, destroy the information or ensure that the information is de-identified.

How we may share your information

If necessary to carry out our functions and provide our services and programs, Silverlea Early Childhood Services Inc may need to disclose your personal and sensitive information to external service providers (such as disability service providers, therapy providers and other community service providers).

These external service providers are strictly prohibited from using your personal and sensitive information for any purpose other than the purpose for which you have given us your personal and sensitive information. Otherwise, we will only share your personal and sensitive information in accordance with your express consent and instructions, as provided through the exclusions set out in the Australian Privacy Principles, or in accordance with the specific Privacy Notice provided to you by us at or near the time of collection of your personal and sensitive information.

We do not sell, trade, or rent your personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our funders, business partners, trusted affiliates and advertisers for the purposes outlined above.

How we protect your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorised access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our website, physical premises or electronic databases.

International disclosures

Silverlea Early Childhood Services Inc only operates in Australia. We will not share your personal and sensitive information to overseas recipients unless required by law.

How you can unsubscribe from our communications

If you receive our newsletter you can contact us per the details below to unsubscribe.

How you can access and seek correction of your personal and sensitive information

You have the right to access your personal and sensitive information, subject to some exceptions allowed by law. If you would like to access or seek correction of your personal and sensitive

information, please contact us at the contact details below. We will require individuals to identify themselves to our satisfaction and for your request to be put in writing.

Silverlea Early Childhood Services Inc will respond to the request for access to the personal information within a reasonable period after the request is made; and give access to the information in the manner requested by the individual, if it is reasonable and practicable to do so.

There is no application fee for making a request to access your personal and sensitive information. While Silverlea Early Childhood Services Inc do not normally charge for providing individuals with access to their personal and sensitive information, we reserve the right to charge you for our reasonable costs in complying with a request for access. These costs will not be excessive. Silverlea Early Childhood Services Inc is not required to give an individual access where:

- a) Silverlea Early Childhood Services Inc reasonably believes that giving access would pose a serious threat to the life, health or safety of any individual, or to public health or public safety or;
- b) Giving access would have an unreasonable impact on the privacy of other individuals; or
- c) The request for access is frivolous or vexatious; or
- d) The information relates to existing or anticipated legal proceedings between Silverlea Early Childhood Services Inc and the individual, and would not be accessible by the process of discovery in those proceedings; or
- e) Giving access would reveal the intentions of the entity in relation to negotiations with the individual in such a way as to prejudice those negotiations; or
- f) Giving access would be unlawful; or
- g) Denying access is required or authorised by or under an Australian law or a court/tribunal order; or
- h) Both of the following apply:
 - i. Silverlea Early Childhood Services Inc has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to Silverlea Early Childhood Services Inc functions or activities has been, is being or may be engaged in; and
 - ii. giving access would be likely to prejudice the taking of appropriate action in relation to the matter; or
- i) Giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body; or
- j) Giving access would reveal evaluative information generated within the entity in connection with a commercially sensitive decision-making process

Silverlea Early Childhood Services Inc will provide the individual with:

- a) A reason for the refusal except to the extent that, having regard to the grounds for the refusal, it would be unreasonable to do so; and
- b) The mechanisms available to complain about the refusal; and
- c) Any other matter prescribed by the regulations.

Third party websites

Users may find advertising or other content on our website that link to the sites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties. We do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from our website. In addition, these sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to our website, is subject to that website's own terms and policies.

Information Management

All records relating to Privacy must be retained in accordance with the Silverlea Early Childhood Services Inc Keeping Records Policy.

How you can contact our Privacy Officer

We welcome and appreciate your feedback and comments in relation to our Privacy Procedure and the collection of personal and sensitive information. If you have any questions in relation to privacy please contact us.

Phone: (08) 8087 3971

Email: silverlea@earlychildhoodservice.com

Post: PO Box 984, Broken Hill, NSW, 2880

Further information on Privacy Legislation is available from the Office of the Australian Privacy Commissioner 1300 363 992 or <http://www.oaic.gov.au>.

Complaints

If you have any concerns about how Silverlea Early Childhood Services Inc has handled your person information or believe there has been a breach of the Australian Privacy Principles, you can raise this with Silverlea Early Childhood Services Inc or request our complaints policy and complains form by contacting us on the details below. We take all complaints very seriously and we will endeavour to respond to your complaint and address your concerns as soon as reasonably practicable

Phone: (08) 8087 3971

Email: silverlea@earlychildhoodservice.com

Post: PO Box 984, Broken Hill, NSW, 2880

Silverlea Early Childhood Services Inc will attempt to resolve your concerns. If after contacting us you are not satisfied, you are able to complain to the New South Wales Ombudsman on 02 9286 1000 or toll free on 1800 451 524. The ombudsman's website is www.ombo.nsw.gov.au.

Supporting Documents, Legislation and References

- Australian Privacy Principles
- Children (Education and Care National Law Application) Act 2010
- Education and Care Services National Regulations 2011
- National Standards for Disability Services
- NSW Disability Services Standards
- NSW Work Health and Safety Act 2011
- NSW Work Health and Safety Regulations 2011
- Privacy Act 1988
- Silverlea Early Childhood Services Code of Conduct
- Silverlea Early Childhood Services Complaints Policy and Complaints Form
- Silverlea Early Childhood Services Keeping Records Policy
- Silverlea Early Childhood Services Risk Management Policy
- Silverlea Early Childhood Services Risk Management Procedure

Changes to this policy

Silverlea Early Childhood Services Inc has the discretion to update this privacy policy at any time. When we do, we will revise the updated date on page one. We encourage you to frequently check for any changes to stay informed about how we are helping to protect the personal and sensitive information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

Amendments

This policy and any future procedures can be amended by the Chief Executive Officer or Board.

Authorisation

This policy is authorised and signed by the Board.

NAME

POSITION

SIGNATURE

DATE

Jul 2020

THIS DOCUMENT IS UNCONTROLLED IN HARDCOPY FORM

7

The electronic version of this document is the approved and most current.
Any printed version is uncontrolled and may not be current.

Your acceptance of these terms

You signify you have read and understood and accept this *policy and any accompanying procedures* by providing your signature in the panel below. If you do not agree to this policy and its accompanying procedures, then do not sign. Should any of your details change, please notify us as soon as practical.

Read and Understood

NAME

SIGNATURE

DATE