



PRIVACY POLICY

This Privacy Policy sets out how **ASCOLTA EARLY LEARNING & CARE PTY LTD ("ASCOLTA")** collects, uses, discloses and manages your personal information and how **ASCOLTA** complies with the *Privacy Act 1988* (Cth) ("Privacy Act").

This Policy is made available on our website www.ascoltaelc.com.au and you may also request a free copy in a different form via the contact details at the end of this policy.

COMMITMENT

Safeguarding the privacy of our parents and guardians, children, employees and stakeholders is important to us. **ASCOLTA** is committed to protecting privacy and advocating for the well-being, protection and development of children.

USE AND COLLECTION OF PERSONAL INFORMATION

ASCOLTA may obtain personal information about you and your child that is reasonably necessary for or related to our activities and the services we provide. We may use your information to provide you with information about other products or services offered by **ASCOLTA**, to respond to your enquiries or complaints, or to satisfy any legal requirements. We will not use that information other than for that purpose or for such related purposes as a reasonable person would expect to be used.

The types of information we collect may include your: name, gender, address, contact details, date of birth, bank account details, credit card number, tax file number, Centrelink Customer Reference Number, date of birth (for CRN holder), custody arrangements and/or other information relevant to providing you with services.

Additional specific information **ASCOLTA** collects and holds about children may include their: name, former name, gender, address, Centrelink Customer Reference Number, immunisation status, date and place of birth, birth certificate, Medicare number, custody arrangements or parenting orders, dietary requirements, languages spoken, doctor's details, medical conditions, additional needs, photographs and videos of children, samples of children's work and general information about your child and your family that assists us in providing individualised early learning and care to children.

In most cases we will collect this information from you directly and through forms you complete, via our website, via email or written communication or through a telephone conversation with you.

DATA SECURITY

Your personal information is treated as confidential. Access to personal information is restricted to authorized employees and kept in-house. We will promptly notify you if we are aware of or have reasonable grounds to believe that your personal information held by us is involved in an eligible notifiable data breach and involves personal information being lost or subjected to unauthorised access or unauthorised disclosure which is likely to result in serious harm.



DISCLOSURE

ASCOLTA may disclose your and your child's personal information to:

- Third parties who assist us in operating our business. We will take reasonable steps to ensure these service providers do not breach the Australian Privacy Principles.
- Child Protection agencies or family support agencies when we reasonably believe that a child is at risk of significant harm.

ASCOLTA will not otherwise disclose personal information to a third party for any other purpose without your consent unless it is authorised or required by law.

PHOTOGRAPHY

ASCOLTA is committed to creating and maintaining a child safe environment where children are safe and feel safe and their voices are heard about decisions that affect their lives. Child safety is embedded in our organisational leadership, governance, policies and procedures and culture.

Children have the right to be protected from the misuse of photographic and video images whilst at **ASCOLTA**. To ensure the privacy of children and families is respected, **ASCOLTA** will only use photographs of children to support their learning and to record individual development progress with written authorisation from parents/guardians which is included in the enrolment form.

Photographs recorded at **ASCOLTA** as part of a normal day are taken using a digital camera, or **ASCOLTA** owned electronic device and are only taken by members of the staff team, or by practicum students with written parental permission.

ACCESS TO INFORMATION

You are entitled to obtain access to your personal information subject to some exceptions allowed by law. If you request access to your personal information held by **ASCOLTA**, we will, so far as possible, provide that information to you within two weeks of your formal request and on payment of any of **ASCOLTA'S** costs of retrieving and compiling that information. **ASCOLTA** will not provide information if, as is permitted under the National Privacy Principles, the request is frivolous or vexatious or where in **ASCOLTA'S** reasonable opinion to do so would endanger another person.

DECLINING PRODUCT OR SERVICE OFFERS (Opting-out)

From time-to-time **ASCOLTA** may wish to use your information to tell you about other products, services or special offers that we think may be of interest to you. Please let us know if you do not want to receive these offers by contacting us using the contact details noted below or selecting the unsubscribe option in an email.



COMPLAINTS

If you wish to make a complaint about **ASCOLTA'S** privacy practices we request that you first contact our Privacy Officer with the details of your complaint. **ASCOLTA** undertakes that your complaint will be investigated diligently and our response will be provided to you as soon as reasonably practicable.

However, you have the right to complain to the office of the *Privacy Commissioner* either in the first instance, or if you feel **ASCOLTA** has not handled your complaint adequately.

POLICY UPDATES

This Policy may change from time to time and is available on our website.

CONTACT US

All correspondence and privacy related queries and concerns should be directed to the Privacy Officer at PO BOX 1311, Subiaco WA 6904, admin@ascoltalec.com.au or (08) 9388 8812.

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