

**LA TROBE UNIVERSITY**  
**COMMUNITY CHILDREN'S CENTRE**

**PRIVACY POLICY STATEMENT**

**We respect your privacy**

In order to provide you with the highest standard of service, our organization needs to collect personal information from parents/guardians about yourself/selves and your child/ren upon admission to the service and during the course of your child(ren)'s enrolment in our service. We are committed to the information privacy principles of the Information Privacy Act (Vic) (2000).

Privacy of your personal information is important to us and we conduct our business with respect and integrity.

**What personal information do we collect, why and how is it used?**

The information we collect is for the purposes of providing a professional child care service and educational program for your child/ren. Personal details (such as your names, addresses and phone contacts) are collected directly from parents. It is also necessary for us to collect details regarding your child's name, date of birth, medical details, health, routines, likes and dislikes and special needs which enable us to develop a personal profile. Staff also collect information through observation of your child's development and they maintain developmental records in your child's file. Developmental records are used to plan and implement individual program plans for your child/ren based on their learning needs.

In addition, we are required under child care and taxation laws to hold information regarding your child's Child Care Benefit entitlements. This information is sent to us directly from the Family Assistance Office.

All this information is vital in assisting us to provide the best possible individual care for your child and for processing payments. Some of the information we collect is to satisfy the services legal obligations under the relevant childcare legislation.

The Centre's Communication Plan outlines the opportunities you have as parents to share information about your child's health and development. This document received upon enrolment clearly states the type of documentation kept on your child's file.

**How do we store the private information pertaining to you and your child/ren?**

Naturally much of the information collected is of a personal nature and some of it might be regarded as 'sensitive' and not the sort of information that you would wish to have unnecessarily disclosed to others.

We assure you that all the personal information obtained/received by the Centre relating to you and your child/ren is secure and only accessible by authorised personnel.

We will take all reasonable steps to protect this information from misuse or loss and from unauthorised access or disclosure.

**How do you access the information we hold about you and your child?**

You may ask to seek access to the information held about you and your child and we will provide access without undue delay.

Subject to any exceptions in relevant laws 'access' might include inspection of your child's records or by providing copies of information.

There will be no charge made for requesting access to your personal information, but there may be a fee levied to cover the cost associated with the processing of the request.

You are able to correct any information contained (or at least attach a description of the amendment required) in your personal record.

### **What do I do if I have a Privacy Concern?**

All privacy related comments; feedback or complaints should be placed in writing and directed to the Director of the service or the Centre's Management Committee.

We will follow-up all comments, feedback or complaints within 14 days.

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