

Privacy Collection Statement for Community Child Care Co-operative (NSW)

Community Child Care Co-operative (NSW) is committed to maintaining all personal information provided by its members, customers, staff, Board, volunteers, students and the broader education and care community, in accordance with our Privacy and Confidentiality policy and the Australian Privacy Principles.

Each individual or service is able to access the privacy collection statement at www.ccccnsw.org.au/privacy

This statement outlines the type of personal information collected by Community Child Care Co-operative (NSW) and how information is acquired, used and shared. We will not sell or give personal information to any third parties unless otherwise stated. See our full Privacy and Confidentiality policy for detailed information or contact us on **(02) 8922 6444** or info@cccnsw.org.au

Children's Services Community Management (CSCM) has a separate privacy collection statement and separate Privacy and Confidentiality policy that can be accessed via – www.cscommunity.org.au/privacy

What is personal information? How is it collected and why?

Who?	What information is collected?	How we collect information?	Why we collect this?
Customers – individuals, services and members and the broader education and care community	<ul style="list-style-type: none"> • Contact and emergency information • Dietary requirements • History of CCCC access • Assessment history • Details of phone/email enquiries • Details of professional development attendance • Details of qualification participation • Credit card details 	<ul style="list-style-type: none"> • Membership applications • Student enrolment forms • EOI forms • Website • Booking systems • Email and phone communication • Departmental information • Evaluations • Student assessment and RPL 	Provide best customer service and for data collection purposes under CCCC Funding Agreements.

Who?	What information is collected?	How we collect information?	Why we collect this?
CCCC staff, Board, volunteers, students	<ul style="list-style-type: none"> Contact and emergency information Dietary requirements WWCC and criminal history Qualifications Staff entitlements Tax File Number Employment, marital status and nationality Banking details Health and medical information – including immunisation Legal information (where relevant) Unique Student Identifier (USI) 	<ul style="list-style-type: none"> Employment application and Employment Pack WWCC and criminal history check forms Tax File Number forms Board Nomination forms Approved Provider application forms Educational Institution communiques 	<p>Work Health and Safety legislation, Employment and Income Tax legislation, Co-operatives Act, Funding Agreements and provision of entitlements.</p> <p>Government funding agreements.</p>

Personal information is information that personally identifies an individual, such as a name, residential or email address and includes information relevant to the service provision process, credit card information, billing records, and recorded information regarding complaints.

Publicly available information, such as information on a public website is not considered personal information.

Community Child Care Co-operative (NSW) complies with the Payment Card Industry Data Security Standards (PCIDSS) when handling credit card transactions and securely stores all credit card information for Direct Debit or credit card payment/efpos payments.

Direct communications

Community Child Care Co-operative (NSW) uses individual's personal information to send information by post, email or telephone. Individuals are provided with an opportunity to elect not to receive such information through written notification to Community Child Care.

If individuals do not wish to receive direct communications, contact Community Child Care Co-operative (NSW) directly on **(02) 8922 6444** or **info@cccnsw.org.au**

What happens with personal information?

Community Child Care Co-operative (NSW) will strive to let individuals know how any personal information will be used at the time of collection. Individuals will be asked if personal information can be used to establish contact with them regarding other aspects of organisational business. Community Child Care Co-operative (NSW) will not sell or trade individuals' personal information to other third parties. Information will be disclosed to third parties for the provision of Members benefits or in accordance with Funding Agreements entered into by Community Child Care.

Community Child Care Co-operative (NSW) collects and uses personal information generally to provide individuals with the information and provide suitable service as requested to continue to improve service quality.

Where is personal information stored?

Personal information is stored in a safe and secure manner, using locked filing cabinets or a password protected database and computer. Information is backed up electronically and securely stored. Data will not be altered or destroyed except in extraordinary circumstances.

Hard copy information is stored at Community Child Care Co-operative (NSW), which is secured to prevent entry by unauthorised people. Any personal information not actively being used may be archived, in accordance with regulatory requirements.

Personal information will remain on the organisations database indefinitely until personally advised by a customer that information is to be removed, unless information has been archived or destroyed at an earlier date in accordance with privacy law and regulatory requirements.

Access and updating personal information

Individuals may ask to access, update or delete personal information held about them at any time. Reasonable steps will be taken to verify an individual's identity before granting access, making any corrections to, or deleting information. If a customer wishes to make a complaint, please refer to the Privacy and Confidentiality policy.

Individuals requiring access to, or wanting to update personal information, can contact Community Child Care Co-operative (NSW) on **(02) 8922 6444** or **info@cccncsw.org.au**