

Privacy Policy

Key contact	Manager NRCHI
Approval date	4/2014
Approval authority	Committee of Management
Date of next review	4/2016

Statement of Commitment to Protect Privacy

North Ringwood Community House Inc recognises the importance of protecting the privacy and rights of individuals in relation to their personal information.

We respect your rights to privacy under the Privacy Act 1988 (Cth) and we will comply with all of the Acts requirements in respect of the collection, management and disclosure of personal information.

Personal Information

Personal information we may collect and hold includes:

- Name, Residential address, Postal Address, Email address, Phone number
- Credit card details
- Victorian Student Number
- Eligibility information regarding Government funded training, including sighting originals and retaining copies of Birth Certificate, citizenship papers, drivers licence, Medicare card, Proof of age card, Passport details, Concession card
- Literacy and Numeracy Test, Assignments
- Nationality, Citizenship, Date of birth, Language spoken at home
- Disability, Employment status, Educational qualifications,
- Emergency contact details
- Course details

We may also collect some information that is not personal information because it does not identify you. We may collect anonymous answers to surveys or aggregated information about how users use our website.

Additional information required for a Crèche Enrolment is information regarding:

- Parents & Guardians
- Court Orders pertaining to access arrangements
- Details of persons to be contacted when parents are unavailable
- Child's Medical History, Dietary Requirements, Immunisation Records
- Any other relevant information pertaining to caring for the child.

Statement of Collection Practices

We collect information through:

- Access and use of our website
- Completion of enrolment form, in person or on-line
- Completion of a crèche enrolment form
- Completion of documentation regarding access to Government Funding
- Conversations and interviews in person or over the phone
- Third parties such as Job Networks

If Information is not collected:

If you do not provide information as requested, some or all of the following may happen:

- We may not be able to provide the requested service or course
- Courses may not be subsidised and a user pays policy may apply
- We may not be able to enrol you in the course or activity you requested
- The Community House would be in breach of contract with State and Federal Governments.

Statement of Purposes of Collection

Information about the students participating in courses is required to:

- Register you as a learner & allocate staff & resources to provide for your learning & support needs
- Administer & manage the services we provide
- To market, research and quality control our services
- Contact a person on your behalf in case of emergency
- To update our records and keep your details up to date
- Receive funding for the Community House and your course. As part of the funding agreement between NRCHI, Skills Victoria and ACFE, Department of Education & Early Childhood Development, NRCHI must provide statistical information & information of a personal nature regarding the students enrolled in courses.
- To comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator or in co-operation with any governmental authority.

Information about the children being cared for in the Crèche is required to:

- Register the Child & allocate staff & resources to provide appropriate care & services. The wellbeing of the children is of paramount importance.
- Administer & manage the Children's Service.
- Contact a person on your behalf in case of emergency.
- Information is also collected as a requirement of the Department of Human Services to maintain the North Ringwood Community House Inc Crèche Registration.
- Personal information may be passed on to the Department of Education & Early Childhood Development.

Disclosure

Personal Information will be kept confidential. We may disclose personal information, **when necessary**, to Government Authorities, hospital, medical & health professionals, legal & other professional advisers. Your personal information will not be shared, sold, rented or disclosed other than as described in this policy

Course enrolment forms will state:

"Privacy Laws: This information is kept confidential. It is collected so the Community House receives funding for our programs. Therefore this information will be passed on to Skills Victoria".

Direct Marketing Materials

We may send you direct marketing communications and information about our products & services that we consider may be of interest to you. These communications may be sent by mail, SMS, fax and email in accordance with applicable marketing laws, such as the Spam Act 2003 (Cth). You may opt-out of receiving marketing communications from us by contacting us or by opt-out facilities provided in the marketing communications and we

will ensure your name is removed from our mailing list. We do not provide your personal information to other organisations for the purposes of direct marketing.

Assurance of Right of Access

- You have the right of access to any personal information we hold by contacting us at any time.
- If you believe that personal information that we hold about you is incorrect, incomplete or inaccurate, then you may request that we amend it.
- Staff & trained volunteers are aware that information must remain confidential and will not divulge personal information to a third party unless we have your consent or are required to by law.
- This notice is posted in the training rooms and the Crèche at the NRCHI and a copy is held in the Office, and is readily available on request. A private office is available where staff can read this Privacy Notice to any person who has literacy problems.
- In the event that a person has a concern regarding the use of their private information by NRCHI the Complaints & Appeals Policy (see Policy & Procedure Manual) will be implemented.

Security of Information

- We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure.
- We may hold your information in electronic and/or hard copy form.
- You should contact the Manager of the Community House during office hours on 9876 3421 if you are concerned about the confidentiality of their information.
- Personal Information will be kept secure in the office of North Ringwood Community House Inc or archived in a locked storage cupboard. Information is only accessible to staff & trained volunteers.
- As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding security of transmission of information you communicate to us online. We also cannot guarantee that the information that you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.
- Children's Services information will be held in the Office or in locked cabinets in the Crèche. This information will only be accessible by Staff and trained volunteers.
- Credit Card information will not be permanently held and will be destroyed after use.

If you have any questions about this Privacy Policy, any concerns or complaints please contact the manager at:

120 Oban Road Ringwood North Vic 3134

Phone: 03 9876 3421

Email: nrch@bigpond.net.au