

Privacy Collection Statement



Janelle Street Centre is committed to maintaining all personal information provided by its children, families, staff, management, volunteers, students and community in accordance with our Privacy and Confidentiality Policy.

Each family, educator, volunteer and student is provided with a privacy collection statement upon enrolment or commencement of employment.

This statement outlines the type of personal information collected by Janelle Street Centre and how information is acquired, used and shared. Janelle Street Centre will not sell personal information to any third parties. See our full Privacy and Confidentiality Policy for detailed information or contact us on (02) 6762 8452

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

Personal information is information that personally identifies an individual, such as a name, residential or email address and includes information relevant to the enrolment process, credit card information, billing records, documentation of a child's learning and development, and recorded information regarding complaints.

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

Janelle Street Centre only collects personal information when individuals specifically and knowingly elect to provide this, such as when individuals enrol a child in the service, pay fees or subscriptions, and provide health or family information to support the inclusion of a child.

Janelle Street Centre 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/EFTPOS payments in accordance with our Fees Policy.

What information is collected?	How do we collect this information?	Why we collect this information?
Medical information, health and immunisation	Enrolment form Employment record Immunisation history statement Health care cards – Medicare and health fund information Accident, Illness and Injury forms	To ensure the health and safety of every child and as a requirement under Family Assistance Law and the NSW Public Health Act 2010.
Income and financial details – includes credit card and banking information	Enrolment form Employment record Fee payment and purchases Tax File Number	For the provision of the education and care service and as required under Family Assistance legislation and as per Funding Agreements with the Department of Education and Communities.
Contact details of family and emergency contact information	Enrolment form Employment record Updated details form	Required under the Education and Care Services Regulation.

Children’s developmental records	Observations Assessment of children’s learning Programming documents Communications with families Communications with relevant Early Intervention Services	Required under the Education and Care Services Regulation and to provide a high-quality education and care service.
Family Assistance information	Enrolment form Employment record CCMS	Required under the Family Assistance legislation and under employment legislation under Income Tax legislation.
Legal information	Enrolment form Employment record Court orders or AVOs	Required under the Education and Care Services Regulation.
Employment, marital status and nationality	Enrolment form Employment record	Required under employment legislation and to provide priority of access under commonwealth and state legislation.
Qualifications	Employment record Certified copies of documents	Required under the Education and Care Services Regulation.
WWCC, criminal history checks	Employment record Originals of documents	Required under the Education and Care Services Regulation.
Educator and Staff entitlements	Payroll records Tax File Number	Provision of entitlements.
Any information required to be recorded under the National Law and Regulations, the Family Assistance Law other relevant information collected to support the enrolment of a child	Enrolment form Employment record Complaints records	Required under appropriate legislation.

Direct communications

Janelle Street Centre uses individual’s personal information to send information by post, email or telephone and our online portal via Storypark. Individuals are provided with an opportunity to elect not to receive such information upon enrolment or through written notification to the service.

If individuals do not wish to receive direct communications, contact Janelle Street Centre directly on **(02) 6762 8452** or admin@janellestreetcentre.com.au

What happens with personal information?

Janelle Street Centre 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. Janelle Street Centre will not sell or trade individuals' personal information to other third parties.

This service collects and uses personal information generally to provide individuals with the information and the services they request, to provide appropriate and relevant information pertaining to the education and care of a child/children, and 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 until the appropriate time frame has passed

Hard copy information is stored at the service, 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 service 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 Grievance Policy.

Individuals requiring access to, or wanting to update personal information, can contact Janelle Street Centre on **(02) 6762 8452** or admin@janellestreetcentre.com.au

Sources

- NSW Public Health Act – www.legislation.nsw.gov.au (accessed March 13, 2024)
- www.acecqa.gov.au (accessed March 13, 2024)

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