



Graceades Community Cottage Inc.

PRIVACY POLICY STATEMENT

Graceades Cottage Respects your Privacy.

In order to provide you with the highest standard of service our organisation may collect personal information from you about yourself, child/children parents/carers. We are committed to protecting your privacy and we abide by the National Privacy Principles contained within the **Privacy Act**.

Privacy of your personal information is important to us and we will treat this information with respect and integrity.

What information may we collect, why do we need it and how will it be used?

Basic details may be collected such as your names, address, phone contact details, but it may also be necessary to collect details regarding your child's name, date of birth, medical or health details, school. It may also need to know who may or may not have access to your child/children.

This information will help us to provide the best possible service to you and or your family. Some information is to fulfill our duty of care responsibilities and some information will be used for evaluation and future program planning.

Naturally, information may be of a personal nature and some of it might be regarded as "sensitive" and not the sort of information you would wish to have disclosed to others.

We assure you that:

- This information will only be used by our professional staff to ensure we provide services to the highest standards
- It will not be disclosed to anyone without your express consent (except where disclosure is required by law or appropriate legislation)
- We will take reasonable steps to protect this information from misuse or loss and from unauthorised access or disclosure
- We will take reasonable steps to ensure the details we keep are accurate and current
- You may ask to seek access to the information held about you and or your child and we will provide access at a mutually agreed time, within an appropriate time frame

Our staff and management are committed to respect these principles at all times.

All privacy related comments, feedback or complaints should be directed to the Graceades Cottage Manager, who will follow up in a timely manner to resolve them in order to maintain our high standards of service provision.

If this contact does not provide you with satisfactory results you may put your feedback or complaint in writing addressed to the President, Graceades Community Cottage, PO Box 61 EMERTON NSW 2770. The matter will then come before the next monthly Board Meeting, with a view to resolving the matter in a timely manner, to the satisfaction of all parties.