



Privacy Policy

Last updated: 9 June 2020

The Early Parenting Village (ABN 30 278 551 481) understands that you're trusting us with your personal information when you use our website and services.

We value your privacy, so we have created this policy to clearly explain how we collect and handle personal information of individuals. Please make sure you carefully read our privacy policy. If you don't agree with our approach, please don't provide any personal information to us.

What is personal information?

'Personal information' is any information or opinion about a person who is capable of being identified, regardless of whether the information or opinion is true or recorded in a material form.

What personal information do we collect and how?

The personal information we collect and hold will depend on the type of service you request from us. Generally, the personal information we collect includes:

- your name, email and any other relevant contact details when you contact us for information or engage us to provide you with our services;
- information about your child, including your child's developmental needs, temperament and personality. We only collect this information to the extent it is relevant to the services we are providing to you;
- the challenges you have faced during your parenting journey;
- your payment details for processing our fees; and
- photos and videos of you and your children that you may provide to us or we may take during a session, but only with your express permission.

In some cases, you may provide us with certain information that is considered to be sensitive information, such as health information about your child that may be relevant to the services we are providing to you. If we collect such information, we will treat it with additional care and only use it for the specific purpose for which you have provided it. We will not share this with anyone else, unless we have obtained your written consent.

We collect personal information through our website, our standard forms, written communication such as emails or from a conversation with you. Personal information is usually collected directly from you or, in the case of a child, from the child's parents or guardian. On some rare occasions, we may also collect personal information about you from someone else. If this occurs, we will advise you of the collection of this information as soon as practicable. If you are providing the personal information of any other person, you must have first obtained their consent about the disclosure and notified them of this privacy policy.

We also automatically collect certain information when you visit our website. For example, your browser type, server address, IP address, how and when you use our website and the previous websites visited. We use this information on an anonymous basis and do not use it to personally identify you, unless we are required to do so by law.



How do we use personal information?

We use the personal information we collect for the following purposes:

- providing you with services that you have requested, including one-on-one support with connecting with your child, early childhood education and care services;
- providing you with a place to connect with other parents;
- responding to your enquiries promptly;
- planning and improving our products and services and developing our client contact list;
- complying with our legal, insurance and record keeping obligations;
- keeping you up-to-date with our products, services, events or promotions, but only if you have agreed to receiving such information. If you no longer wish to receive this information from us, you can opt-out by using the unsubscribe facility in the communication or contact us via the contact information below; and
- any other uses notified to you at the time we collect the personal information.

How do we share personal information?

We will not share personal information with any third parties, unless:

- we have first notified you of the disclosure and obtained your permission. An example of this would be if our services include engaging third party specialists for certain advice, but we will notify you if that is the case; or
- we are legally required to disclose the information. For example if we are required to make the disclosure to comply with a subpoena or a court order or if we are required to contact local law enforcement or social services authorities.

Please be aware that we store some of our data on hosting and cloud solutions operated by third party service providers that assist us in operating our business. These third party service providers may maintain their solutions in overseas locations, such as the United States. However, access to our client data is limited to authorised employees of our business and the third party service provider.

How we store and secure personal information

We take the protection of your personal information very seriously. We have implemented reasonable steps to protect any personal information that we hold from unauthorised access, modification and disclosure as well as misuse, interference and loss. However, please remember that transmission over the internet (e.g. via email) carries some inherent security risks and is never 100% secure. It is therefore not possible to guarantee water-tight protection for personal information transmitted over the internet.

What are your rights & choices?

Anonymous interactions

You may be able to deal with us anonymously or by using a pseudonym in certain circumstances. For example, when you make a general enquiry about the types of services we offer. If you wish to do so, please call us to find out if this is option is possible in relation to your enquiry. If you choose not to provide certain personal information that we require, we may not be able to provide you with our services or other assistance.



Access and correction

You can request access to your, or your child's, personal information by writing to us using the contact details at the end of this policy. Your request will need to include the following:

- name and contact details of the person requesting access;
- details around the personal information you wish to access;
- your preferred method of receiving access to the information (email, post, phone or in person); and
- evidence that allows us to verify your identity and/or your authority to access the information.

We will review your request within a reasonable time and advise you of the process for accessing the personal information. If we deny an access request, we will tell you the reason for this.

We do our best to make sure the personal information we hold is accurate, complete and up to date. Please let us know if your personal information changes. You can also ask us at any time to correct your personal information and we will take reasonable steps to correct your personal information. If this is not possible, we will provide reasons for not doing so.

How can you make a complaint?

If you are not happy about the way we have handled your personal information or you think we have breached our policy, you can make a written complaint via the contact details below. Please provide details of your complaint and any supporting evidence and information.

We will investigate your complaint and take appropriate steps to resolve your complaint. We will contact you if we need any further information and will advise you in writing of the outcome of our investigation as well as the steps we have taken. If you are not satisfied with our response, please contact us to discuss your concerns or contact the Australian Privacy Commissioner via www.oaic.gov.au.

Changes to this policy

We may make changes to this policy every now and then and will post the updated version of this policy on this page. Please take note of the 'last updated' date at the top of this policy and review this page periodically for changes. Your continued use of our website or services or provision of further personal information to us once this policy has been amended represents your acceptance of the amended policy.

How to contact us

If you have any questions or concerns about this policy or our privacy practices, please contact us via email (info@earlyparentingvillage.com.au), via mobile 0403 727 063 or using the form of the 'contact' page of our website.