



Privacy Policy

Principles

We respect your privacy

Little Petal CC respects every individual's right to privacy and is committed to safeguarding the privacy of our families and website visitors. We adhere to the Australian Privacy Principles contained in the Privacy Act 1988.

Purpose

This policy sets out how we collect and treat personal information. "Personal information" is information we hold which is identifiable as being about you.

Procedures

Collection of personal information

(a) Little Petal CC will receive and store personal information entered onto our website, provided to us directly or given to us in other forms.

(b) You may provide basic information such as your name, phone number, address and email address to enable us to send information.

(c) In order to complete the child enrolment process for Little Petal CC in home child care service, we will collect sensitive information including but not limited to: current family court orders, the child's medical needs, emergency contact details, and financial and credit card information.

(d) Additionally, we may also collect any other information you provide while interacting with us.

How we collect your personal information

(a) Little Petal CC collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we provide our services to you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy.

Use of your personal information

(a) Little Petal CC will use personal information collected from you to provide you with information, updates and our services. We will use your personal information to improve our services and better understand your needs.

(b) Little Petal CC may contact you by a variety of measures including, but not limited to telephone, email, SMS or mail.



Disclosure of your personal information

(a) We may disclose your personal information to any of our employees, officers, insurers, professional advisors, agents, subcontractors insofar as reasonably necessary for the purposes set out in this Policy. Personal information is only supplied to a third party when it is required for the delivery of our services. We will discuss this disclosure with you openly and transparently, including purpose for sharing information.

(b) We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.

(c) We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of Little Petal CC, www.littlepetalcc.com.au, its customers or third parties.

(f) By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Policy regarding handling your personal information.

Security of your personal information

(a) Little Petal CC is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

Access to your personal information

(a) You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988. A small administrative fee may be payable for the provision of information. If you would like a copy of the information, which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at admin@little-petal.com.

(b) We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

Complaints about privacy

(a) If you have any complaints about our privacy practices send in details of your complaints to 6 Todd Street, Port Adelaide, South Australia, 5014, or via email contact@littlepetalcc.com.au. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

Changes to Privacy Policy

(a) Little Petal CC may change this Privacy Policy in the future and will aim to provide as much notice as practical about any changes made.



Website

(a) When you visit our website (<https://littlepetalcc.com.au>) we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

(b) We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website. Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google Adwords. These ads may appear on this website or other websites you visit.

(c) Third party sites Our site may from time to time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that Little Petal CC is not responsible for the privacy practices of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personal identifiable information.

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| REVISION DATE | 13/03/2023 |
| REVIEW DUE | |
| AMENDMENTS | Updated website and email addresses listed in this document |