

# ADVENTURE OSHC



## PRIVACY POLICY

At Fit Futures/Adventure OSHC, safeguarding the privacy of individuals and their personal information is a priority.

Our main objective in collecting personal information is to ensure the safe and efficient delivery of our services and the effective management of our staff. The types of personal information we collect include names, contact details, emergency contact information, date of birth, licence details, payment information, gender, government benefit information, family background (including any court orders), preferences and interests of children and families, records of service attendance and usage.

For job applicants, we may collect employment-related information such as background, qualifications, references, past employment, availability, and screening checks (e.g., working with children).

Sensitive personal information collected may include health information, ethnic or cultural background, disabilities or additional requirements, special dietary needs, photographs and videos (with consent), criminal records.

We collect personal information in accordance with relevant laws, such as the Education and Care Services National Law, Family Assistance laws, Working with Children laws, Fair Work Act, Superannuation Guarantee (Administration) Act, Corporations Act, Income Tax Assessment Act, Occupational Health and Safety acts, and Workers Compensation acts.

Sources from which we gather personal information include written and online applications, surveys, records of interactions via email, telephone, in person, or online, video and audio surveillance of our premises, publicly available sources, information service providers, schools, and relevant authorities.

For staff and job applicants, we may also collect information from referees, former employers, professional associations or registered bodies, law enforcement agencies, educational institutions, medical and competency test providers, and performance feedback.

If you provide us with personal information about someone else, you must ensure you have their consent to share their personal information with us based on this Privacy Policy.

We maintain all personal information in electronic and hard copy formats, employing measures to safeguard it from unauthorised access, modification, disclosure, misuse, interference, and loss. Security measures include password protection for electronic data, secure premises for hard copy data, and appropriate data access restrictions.

We may collect, store, use, and disclose personal information for various purposes, including provision, assessment, and enhancement of services, personalization of services and care, ensuring service delivery in a secure environment, recording attendance, payment processing and facilitation, staff engagement, training, and management, identity verification, record maintenance and updates, marketing and market research activities, managing inquiries, feedback, investigations, and regulatory inquiries, facilitating corporate transactions involving the sale of any part of our business.

For job applicants and staff, personal information may also be collected, stored, used, and disclosed for purposes such as employment consideration and/or placement, verification of right to work status, criminal reference checks, required tests or assessments including medical assessments, identification of training needs or other

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developmental aspects, management of performance reviews, complaints, investigations, or inquiries, and insurance claims or workplace rehabilitation requiring personal and sensitive information disclosure.

Some third parties to whom we disclose personal information may be located overseas.

When visiting our website [adventureoshc.com.au](http://adventureoshc.com.au), our system may record data such as server address, top-level domain, visit date and time, accessed pages, downloaded information, previous site visited, and browser type. This information aids in statistical analysis, reporting, and website administration and maintenance.

Our websites may utilise cookies. You can configure your browser to reject cookies, although this may affect the functionality of certain parts of our websites.

Google services such as Google Analytics may also be utilised on our websites. For details on how Google collects and processes data, refer to Google's privacy policy and information.

You can contact us to request access to your personal information held by us and to request corrections to that information. We may require identity verification. Please provide specific details about the data you seek to facilitate the retrieval process. We will provide reasons if access or correction requests are denied. If we decline a correction request and you disagree, you may request to include a note of your proposed correction with the information.

If you believe we have breached our privacy obligations or wish to lodge a complaint, please reach out to us using the provided contact details, and we will strive to resolve the matter promptly. We may request additional information and may need to consult with other parties to address your concerns. Records of complaints and resolutions will be maintained.

For general privacy inquiries or if your concerns remain unresolved, you may contact the Office of the Australian Information Commissioner.