



## Privacy Policy – Telephone Support

### Purpose

Children's Services Central takes its obligations under the *Privacy Act 1998 (Cth)* and other applicable privacy laws seriously. We respect the privacy of the personal information that we hold.

### Principles

- Children's Services Central only collects information that it is required for its legitimate functions and activities.
- Children's Services Central collects information to enable the monitoring of its delivery of outcomes.
- Children's Services Central takes all reasonable precautions to protect individual's personal information.

### Personal Information

No personal identifying information collected and held by Children's Services Central. However, Children's Services Central will record the name of your centre when calling our 1800 support line. The purpose of recording this information is to assist us with:

- Providing our services.
- Researching and developing our services.
- Reporting to government authorities.
- Complying with the law.

In certain circumstances we may collect sensitive information. We only collect this information with the individuals consent or as required or authorised by the law.

### How we Collect Personal Information

Children Services Central will collect information in a variety of ways, including:

- Directly from people when they provide information by phone, in person or in written form.
- From third parties such as government agencies.

Where possible Children's Services Central will collect personal information directly from the individual service concerned. However, in some cases we may receive personal information about an individual service from a third party such as government agencies. In either case we will take reasonable steps to ensure that the individual service is aware of the purpose for which the information is collected.

## Use and disclosure of personal information

We may provide relevant information about a service to government departments where we are required or authorised by law to do so. We may also provide service information to our service providers who assist us in providing our services. These may include organisations that assist Children's Services Central with data processing and analysis, research or mail services.

## Storage

Children's Services Central will take reasonable steps to protect the security of the information that we hold from misuse and loss and unauthorised access, modification or disclosure. This includes appropriate measures to protect electronic materials and materials stored in hard copy.

## Anonymity

Individuals and services are not obliged to give us their personal information. However if an individual service chooses not to provide Children's Services Central with certain personal information, particularly that information which we are required to collect by Law, then we may not be able to provide you with the full range of our services.

## Access and Correction




Services can request access to and correction of the information that Children's Services Central holds. We take reasonable steps to make sure that the information we collect, use and disclose is accurate, complete and up to date.

Upon receipt of a written request, Children's Services Central will provide the person requesting access to their service's information within 5 working days.

## Procedure Data Collection and Quality

Information on services is maintained as a database and updated on a regular basis.

## Use and Disclosure

-  Children's Services Central will only disclose service information if required by law.
-  Children's Services Central will only include service information in reports to funding bodies when it is a requirement of the funding body or by legislation.
-  Children's Services Central will not use information stored for commercial purposes other than services provided by Children's Services Central.