



PRIVACY POLICY

Principles

We Respect Your Privacy

Little Petal respects every individual's right to privacy and is committed to safeguarding the privacy of our families, employees, and website visitors. We adhere to the Australian Privacy Principles contained in the Privacy Act 1988 and ensure that all personal and sensitive information is handled transparently, securely, and in compliance with all applicable laws and regulations.

Purpose

This policy outlines how Little Petal collects, stores, uses, and discloses personal information. "Personal information" refers to any information that identifies an individual. The policy also ensures that privacy practices are maintained across all services delivered by Little Petal and its staff, including Family Engagement and Support Educators and those responsible for direct care of children and/or vulnerable adults.

Procedures

Collection of Personal Information

- (a) Little Petal will collect and securely store personal information provided directly through our website, during service enrolments, or through other interactions.
- (b) Basic information such as names, phone numbers, addresses, and email addresses may be collected to facilitate communication and service delivery.
- (c) Sensitive information, including but not limited to current family court orders, medical needs, emergency contacts, financial details, and other pertinent information, will be collected during the child enrolment process for services, such as in-home care or vulnerable adult care.
- (d) Additional information may be collected during subsequent interactions to improve service quality and meet individual needs.

How We Collect Your Personal Information

(a) Personal information is collected through various methods, including electronic interactions, phone calls, in-person meetings, and service agreements.

(b) Little Petal may also receive personal information from third parties, such as medical practitioners or other service providers, and will protect such information in accordance with this Privacy Policy.

Use of Your Personal Information

(a) Personal information is used to:

- Provide services, updates, and information to families and individuals.
- Enhance service quality and ensure compliance with individual requirements.
- Meet the operational, regulatory, and legal obligations of Little Petal.

(b) Little Petal may contact individuals through phone, email, SMS, or other communication channels to facilitate service delivery or provide relevant updates.

Disclosure of Personal Information

(a) Little Petal may disclose personal information to employees, officers, insurers, professional advisors, agents, and subcontractors, provided such disclosure is necessary to fulfill service obligations or legal requirements.

(b) Disclosure may occur when:

- Required to comply with legal obligations, such as court orders or law enforcement requests.
- Protecting the rights, safety, and security of individuals, families, or Little Petal employees.

(c) All disclosures will be made transparently, and wherever possible, prior consent will be obtained. (d) Personal information may be shared with third parties under strict confidentiality agreements to ensure compliance with this Privacy Policy.

Security of Personal Information

(a) Little Petal employs physical, electronic, and managerial safeguards to protect personal information from misuse, interference, unauthorised access, or disclosure.

(b) Data security measures include restricted access, password protection, and regular system audits to ensure ongoing compliance.

Access to Personal Information

(a) Individuals may request access to their personal information at any time, subject to provisions of the Privacy Act 1988. Requests can be sent to contact@littlepetalcc.com.au, and an administrative fee may apply.

(b) Little Petal reserves the right to refuse access to certain information as outlined in the Privacy Act.

Complaints About Privacy

(a) Complaints regarding privacy practices can be submitted in writing to: Little Petal, 6 Todd Street, Port Adelaide, South Australia, 5014 Email: contact@littlepetal.com.au

(b) Complaints will be reviewed promptly, and responses will be provided within a reasonable timeframe.

(c) Little Petal takes complaints seriously and is committed to resolving concerns in alignment with this policy.

Changes to the Privacy Policy

(a) Little Petal reserves the right to update this Privacy Policy periodically to reflect changes in legal requirements, service practices, or operational needs.

(b) Individuals and families will be notified of significant changes where applicable.

Website

Information Collected Through the Website

(a) Data such as browser type, operating system, and referring websites may be collected to analyse visitor behaviour and enhance the website experience.

(b) Cookies may be used to improve functionality. Users may disable cookies through browser settings but may experience limited functionality.

(c) The website may display third-party links for convenience; however, Little Petal is not responsible for the privacy practices of external sites.

Acknowledgement and Acceptance

By engaging with Little Petal's services or website, individuals consent to the practices outlined in this Privacy Policy.

REVISION DATE: 13/03/2023; 06/01/2025

REVIEW DUE: 06/01/2027

AMENDMENTS: Terminology updated to reflect the title "Family Engagement and Support Educator."