

Online Privacy Statement

1. Commitment to Privacy

Childcare Concierge Co is dedicated to safeguarding the privacy of our clients, partners, and website visitors. We manage personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

2. Scope

This statement outlines how we collect, use, disclose, and manage personal information obtained through our website and services. It should be read in conjunction with our comprehensive Privacy Policy, available upon request.

3. Collection of Personal Information

We collect personal information that is necessary for our business functions and activities. This may include:

- **Contact Information:** Name, email address, phone number.
- **Demographic Information:** Age, gender, occupation.
- **Sensitive Information:** Health information, cultural background, where applicable and with consent.
- **Direct Interactions:** When you contact us via email, phone, or through our website forms.
- **Third-Party Sources:** Where you have consented to the disclosure of information to us.

4. Anonymity and Pseudonymity

Where practicable, individuals have the option of not identifying themselves or using a pseudonym when interacting with us. However, certain services may require identification for legal or administrative reasons.

5. Use and Disclosure of Personal Information

Personal information is used to:

- Provide and manage our services.
- Communicate with you about our services and updates.
- Comply with legal obligations.

We do not disclose personal information to third parties without consent, unless required or authorized by law.

6. Direct Marketing

With your consent, we may use your personal information to provide you with information about our services, events, or other opportunities. You can opt-out of receiving such communications at any time by contacting us.

7. Cross-Border Disclosure

We do not disclose personal information to overseas recipients unless:

- It is necessary for the provision of our services.
- You have provided consent.

In such cases, we take reasonable steps to ensure that the overseas recipient does not breach the APPs.

8. Data Security

We implement appropriate technical and organizational measures to protect personal information from unauthorized access, disclosure, alteration, or destruction.

9. Access and Correction

You have the right to access and correct your personal information held by us. Requests can be made by contacting our Privacy Officer.

10. Complaints

If you believe we have breached your privacy rights, you can lodge a complaint with our Privacy Officer. We will respond to your complaint promptly and in accordance with our complaints handling procedure.

11. Changes to this Statement

We may update this Privacy Statement from time to time. The latest version will be available on our website.

12. Contact Us

Privacy Officer

Childcare Concierge Co

Email: enquiries@childcareconciergeco.com.au

Website: www.childcareconciergeco.com.au

This Privacy Statement is effective as of June 2025 and is reviewed periodically to ensure compliance with applicable laws and best practices.

