



YOUR ADVENTURE STARTS HERE.

Privacy Policy

Purpose and Scope

Lutanda Children's Services trading as CCC Camps is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au.

What is Personal Information and why do we collect it?

Personal Information is information that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways including correspondence, by telephone and facsimile, by email, via our website.

We collect Personal Information for the primary purpose of providing our services.

Please note: for our Guest Self Service Portal, we do not require the provision of addresses, email addresses or phone numbers. These are only required if you wish to use our system to broadcast to campers/parents. We collect Special Diet information and medical information for the purpose of providing the service whilst the camper is at camp. This information is not passed onto any third party. We do not need nor desire to collect the gender of any person in our Guest Self Service information.

We collect Medical information on our Activity Group form specifically for the purpose of monitoring the child during activities. This information is optional as we make assessments of each child's ability at the activity.

Information in the Waiver Form or Incident form are kept on a secure electronic server for disclosure to our insurance providers as requested.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:



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- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- Where required or authorised by law.

Disclosure of personal information

We do not engage in the selling, renting or exchanging of our clients' and supporters' personal information.

We only disclose Personal and Sensitive Information:

- To staff and volunteers to facilitate the smooth running of camps (i.e. directors, leaders and first aid staff)
- To medical practitioners, in the case of a client requiring medical attention
- To contractors providing services to a camp (e.g. Surf coaches are provided with information on swimming ability)
- To other third parties identified above
- When required by law or for governmental reporting

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Group Self Service online portal

Our Group Self Service online portal (operated by Venue360) may collect sensitive information. We will NOT use any information provided through the Group Self Service online portal for any marketing reason or for any other reason besides the direct preparation of camp.

The servers used for the Group Self Service online portal are located solely in Australia.

Access to your Personal Information

You may access the Personal Information we hold and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

CCC Camps' run holiday camps

We collect additional and sensitive information related to campers for these camps including but not limited to:

- Names
- Postal and email addresses and social media accounts
- Phone and fax numbers
- Date of birth
- Gender
- Marital status
- Behaviour management
- Medication details
- Details about next of kin
- Permission to obtain Photographic images, video clips and sound recordings



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We only utilise this information for the purposes of providing the service. This information is provided to staff and volunteers to ensure the smooth running of the camp and the protection of the children as discussed in the “Disclosure of Personal Information” section.

Website security and Privacy

We respect and protect the privacy of all users of our websites. We reserve the right to collect personally identifying information from users during:

- online applications
- messages posted to blogs
- online purchasing, camp registrations or donations
- competitions
- online surveys.

Generally the information collected includes: name; e-mail address; address; phone number; social media accounts; postal address; health information for campers; payment information; and answers to questions (surveys or otherwise). This information is used for the functioning of our programs and services and for marketing purposes, which help CCC Camps to improve websites and products, reach new customers and generate support.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at info@cccamps.org.au or 1300 757276.

Authorisation

Alex Worley
CCC Camps



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