

NEST & NURTURE AGENCY PRIVACY POLICY

Acceptance of Privacy Policy

1. Welcome to our Website, owned and operated by Nest & Nurture Agency ABN 63 672 756 089. Our Website offers an online platform for families and carers to connect, organise care and share advice.
2. You can find our Website at the following [link](#), including all of the files located in that domain (“our Website”).
3. In this Privacy Policy “you” and “your” refer to all users of this Website and “we”, “us” and “our” refer to Nest & Nurture Agency.
4. By using our Website, you acknowledge and agree to the terms outlined in this Privacy Policy as well as our Terms and Conditions.
5. We reserve the right to amend our Privacy Policy without notification to you. It is your responsibility to regularly review the Privacy Policy. Your continued use of the Website following any amendments to the Privacy Policy constitutes your acceptance of those changes.
6. This Privacy Policy is governed by the laws of New South Wales and any dispute arising from or relating to this Privacy Policy shall be subject to the exclusive jurisdiction of the Courts in New South Wales.
7. Non-compliance with the terms of this Privacy Policy may lead to the termination of your engagement with us.
8. Please do not use our Website if you have any objections to our Privacy Policy.
9. If you have any questions or concerns about this Privacy Policy, please contact us through our Website.

Collection of your personal information FOR PARENTS AND GUARDIANS

10. You can use many features on our Website without the need to provide us with your personal information. However, if you make a reservation through our Website we do require that you provide us with your name, phone number, address, email address and your card payment details (**Personal Information**).
11. We imply your consent to our collection of your Personal Information supplied on the Individual Bookings or when you enter an annual subscription for parents and guardians.
12. We only gather the essential Personal Information that we need from you to complete the Booking process.
13. You are expected to ensure the security of all personal information, including contact information, addresses, and any other personal details of families, Children, or Carers you interact with.
14. In the event of a data breach or unauthorised access to personal information, you agree to promptly report the incident to us.

FOR CARERS

15. You can use many features on our Website without the need to provide us with your personal information. However, once you file an Application to be a Carer and subscribe to use our services, we do require that you provide us with your name, phone number, address and email address. We invoice you through Square so we do not require your card payment details to be provided. We also may require you to provide us with character references, your Working with Children's Check details and your first aid certification (**Personal Information**).

16. We imply your consent to our collection of your Personal Information when you complete an Application with us and subscribe to use our services.

17. We only gather the essential Personal Information that we need from you.

18. You are expected to ensure the security of all personal information, including contact information, addresses, and any other personal details of families, Children, or Carers you interact with.

19. In the event of a data breach or unauthorised access to personal information, you agree to promptly report the incident to us.

Collection of Non-personally Identifiable Information

20. When you visit our Website, we automatically receive non-personally identifiable information from your computer's protocol address. The information we receive includes, but is not limited to, your browser type, operating system, the pages you view while browsing our Website and the times you access our Website.

21. Please note that this information is used exclusively for our internal purposes so that we can understand our user trends and provide you with personalised content on our Website.

Use of your Personal Information

22. Your Personal Information will only be used by us for the specific purpose for which you provide it to us.

23. Our Website is constructed using GoDaddy, with a premium account and additional safety measures adopted for both email and the website. Google Workspace is employed to store more personal information, and Square serves as our payment system. All these platforms incorporate two-step verification for enhanced security. This aims to ensure your Personal Information which is exchanged over the internet, is safeguarded from unauthorised access or interpretation.

24. To safeguard your personal information, we employ a range of measures to make sure it is not inappropriately lost, misused, accessed, disclosed, altered, or destroyed. This includes conducting weekly backups of user data on both email and workspace platforms, utilising a secondary storage system, and implementing two-factor authentication across all our systems. Additionally, we have activated

a 3D Secure checkout for customers using Square, enhancing the security of transactions during the payment process.

25. We may disclose your Personal Information in cases where it is legally mandated or if you are found to be in violation of our Terms and Conditions and/or Privacy Policy.

Accessing Your Personal Information

26. Subject to exceptions allowed by law, you are entitled to request access to the Personal Information that we hold for you as well as request that amendments be made to that Personal Information. Please contact us through our Website if required.

27. For security reasons, we may ask that you submit any request for access and/or amendments to your Personal Information to be made in writing.

28. We reserve the right to charge a fee for searching for, and providing access to, your Personal Information.

Deleting Your Personal Information

29. You can contact us through our Website and request to have your Personal Information deleted.

30. If you make a request for your Personal Information to be deleted, and providing you have no outstanding payments owing to us or upcoming reservations to be fulfilled, we will remove all personally identifiable data from our database within three (3) business days.

31. Please note that we reserve the right to retain any data relating to the Reservations that have been placed for accounting record-keeping purposes, but your Personal Information will be permanently removed.

Third-Party Services

32. Once you leave our Website or are redirected to a third-party Website or application, you are no longer governed by this Privacy Policy or our Terms and Conditions.

33. Some third-party service providers, including but not limited to, payment gateways and transaction processors, have their own privacy policies. It is your responsibility to consider those third-party privacy policies. We recommend that you read any third-party privacy policy so that you understand how that third-party will deal with your Personal Information.