



# Privacy Statement

Personal information is protected by law, including under the *Privacy Act 1988* (Privacy Act).

## Personal information

Personal information is information or an opinion about an identified or reasonably identifiable individual. Personal information includes names, date of birth, contact details, and details of personal circumstances. Sensitive information is a subset of personal information. It includes information or an opinion about racial or ethnic origin, political opinions, religious beliefs or affiliations, philosophical beliefs, membership of associations or unions, sexual orientation or practices, criminal record, or health, genetic or biometric information.

## Collection of personal information

The collection of any personal information (including any sensitive information) via the Enquiry Form is collected by the Australian Government Department of Education (the department) for the purposes of considering, investigating or responding to the enquiry and in connection with administering the family assistance law. The collection of personal information is authorised by or under the *A New Tax System (Family Assistance) (Administration) Act 1999*.

The personal information may also be used for other purposes where the individual agrees, or where it is otherwise permitted under the Privacy Act.

If the personal information is not provided, the department may not be able to respond to the enquiry.

## Disclosure of your personal information

The department may disclose the personal information to Services Australia where reasonably necessary for the purposes of handling the enquiry.

The personal information provided may also be disclosed to other parties where the individual agrees, or where it is otherwise permitted under the Privacy Act.

Any personal information collected is unlikely to be disclosed to overseas recipients.

## Privacy policy

The department's Privacy Policy contains more information about how the department manages personal information, including information about how to make a complaint and seek access to and correction of your personal information. The Privacy Policy can be found at <https://www.education.gov.au/privacy> or by requesting a copy from the department at [privacy@education.gov.au](mailto:privacy@education.gov.au).

To contact the department about your personal information, email [privacy@education.gov.au](mailto:privacy@education.gov.au).

# Child Care Subsidy Provider Helpdesk Online Enquiry Form:

Provider/Service name

Provider/Service CRN/Service ID

Contact Person (Must be an authorised contact)

Contact Email

Contact Phone Number

Enrolment ID (Where applicable)

Name of Child (Where applicable)

Child CRN (Where applicable)

Enquiry Type

## Enquiry Details

Please provide details of what is occurring, including date(s) where applicable and any other evidence of the issue (i.e. screen shots).

Please explain why you think the above is an issue

What do believe should be occurring? For example, if issue is payment related, please advise what you think the correct calculations should be.