



# Privacy Statement

## EarlyWorks Software - Privacy Policy

EarlyWorks are committed to providing the highest standards of privacy. We take our responsibility to protect your business, personal and financial information very seriously. EarlyWorks operates under the privacy guidelines taken directly from the Federal Government's Privacy Act (see <http://www.oaic.gov.au>).

The following discloses our information gathering and dissemination practices.

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### Information Collected

EarlyWorks collects certain types of information from you, which fall into three broad categories:

**1. Information required to provide our service**

To enable EarlyWorks to provide its services, customers are required to submit certain personal details and financial information. The information can include but is not limited to name, address, phone numbers, email addresses, credit card details and bank account details.

**2. Information stored by you in the EarlyWorks software**

Whilst using the EarlyWorks software you may store important business and personal information including but not limited to information relating to Programs, Staff, Children and Families. This information, whether voluntarily provided or not, will not be used or released by EarlyWorks in any manner, and it will be kept strictly confidential, unless we are required to release the information by law.

**3. Non-personally-identifying information**

As with most commercial applications we may collect aggregated information which tells us about how the EarlyWorks software is being used, but not the identity of those users. For example, we may collect information about the date, time and duration of users and which pages of the EarlyWorks software are most commonly accessed. This information is used by us to help to administer and improve the software, subject to our obligations under the Privacy Act.

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## **Access to Information**

- EarlyWorks will not provide any information to a third party that identifies your personal or business details without your express permission, unless EarlyWorks is compulsorily ordered to do so by law.
  - You may access general details about your EarlyWorks software by contacting EarlyWorks Sales or Support staff. Requests for changes to your information to maintain its accuracy can be directed to either accounts staff or user support. Changes may only be made by a person who can provide Proof of Identity as the owner of the EarlyWorks account.
  - You may be asked on occasion by EarlyWorks Support staff for permission for them to logon to your EarlyWorks account to assist you or help with problem resolution of a support call. You may be asked to disclose your password in this instance. On completion of the support call it is recommended that you change your password for added security.
  - From time to time EarlyWorks Support staff may access your database to perform database maintenance and site administration tasks to ensure that the EarlyWorks software runs effectively and efficiently. EarlyWorks' use of the data is restricted to those functions that allow us to maintain the site and improve our service to you.
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## **Protection of Information**

Security provisions are to a very high standard and access is limited only to those personnel within the organisation who have the appropriate security authorisation. This information, whether voluntarily provided or not, will not be used or released by EarlyWorks in any manner, and it will be kept strictly confidential, unless we are required to release the information by law.

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## **Cookies (Web Site Access)**

Cookies are tiny text files that get saved to your computer while you are visiting a web page. These pieces of information are used to make your use of that site more useful.

EarlyWorks uses cookies within certain areas of our site to maintain non-specific information. Cookies are essential for the EarlyWorks software to work correctly. You will not be able to logon and use the software if you have disabled cookies in your browser.

We do not use cookies to store personal information about users or to track user viewing habits through our site or for any other marketing purposes.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings or using third-party privacy software. However, if you turn cookies off, the EarlyWorks software will be unavailable to you.

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### **Further Information**

EarlyWorks is constantly improving and enhancing its services and may update this Privacy Policy from time to time.

If you have any questions or comments regarding EarlyWorks' Software Privacy Policy, please contact EarlyWorks at [admin@earlyworks.net.au](mailto:admin@earlyworks.net.au).