

PRIVACY POLICY

Last updated: 27 November 2025

This Privacy Policy explains how DAV Management Pty Ltd (ABN: 31 681 298 297), trading as Little Leapers Childcare Centre ("we", "our", "us"), collects, uses, discloses, and protects your personal information. It applies to our website <https://littleleapers.com.au> and all services we provide as an Australian childcare provider.

We are committed to complying with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

By accessing our website or providing personal information, you agree to the terms of this Privacy Policy.

1. What Personal Information We Collect

We may collect personal information including but not limited to:

- Parent/guardian name
- Child's name and date of birth
- Email address, phone number and residential address
- Emergency contact information
- Enrolment details and preferences
- Medical, health or allergy information relevant to your child's enrolment
- Payment, billing and direct debit details
- Information submitted through online forms, enrolment enquiries, chat or phone
- Employment or job application information (if applicable)

Automatically collected information

When you visit our website, we may also collect:

- IP address and browser type
- Device and operating system details
- Website usage behaviour and pages visited
- Cookies and website tracking data

Sensitive information

We may collect sensitive information including medical or behavioural needs relating to a child's care.

We collect this only with your consent or where required by law.

2. How We Use Personal Information

We collect personal information for purposes including:

- Processing childcare enrolments and bookings
- Providing education and care services
- Communicating about tours, enrolment updates and centre announcements
- Processing payments and invoicing
- Ensuring child safety and meeting legal or regulatory requirements
- Responding to enquiries, support requests and feedback
- Improving our website and customer experience
- Marketing and promotional communication (you may opt out at any time)
- Employment assessment and HR purposes (if applying for jobs)

3. How We Store & Protect Information

We use secure electronic systems, password protections, encrypted platforms and restricted access to protect information from:

- Misuse
- Loss
- Unauthorised access
- Modification or disclosure

Information may be stored in Australia or on secure cloud-based servers operated by trusted providers.

We retain personal information only for as long as necessary to meet legal, operational or regulatory requirements.

4. Disclosure of Personal Information

We may disclose personal information to:

- Childcare management systems (e.g. OWNA or similar platforms)
- Australian or state government agencies such as the Department of Education for CCS
- Emergency services such as hospitals, paramedics or police
- Professional advisers (accounting, legal, IT, financial)
- Third-party service providers assisting with operations, billing or communication
- External marketing or digital service providers

We do not sell, trade or rent personal information to third parties.

5. Cookies & Website Tracking

Our website may use cookies and analytics tools such as Google Analytics and Meta Pixel to:

- Improve website functionality
- Understand user experience
- Support advertising and remarketing campaigns

You may disable cookies via your browser settings, but some features may not function properly.

6. Marketing & Communications

We may send email updates, newsletters and promotional offers regarding childcare services and events.

You may opt out at any time by clicking unsubscribe or contacting us.

7. Access, Correction & Your Rights

You have the right to:

- Request access to personal information we hold about you
- Request corrections if information is inaccurate or outdated

Requests can be made via the contact details below. Identification may be required.

8. International Storage & Transfers

Some third-party service providers may store data outside Australia.

We take reasonable steps to ensure compliance with Australian privacy laws and secure protection of your information.

9. Third-Party Websites

Our website may contain external links.

We are not responsible for the privacy practices or content of third-party sites.

We encourage you to read their policies.

10. Complaints & Feedback

If you have a concern or wish to make a privacy complaint, please contact us using the details below.

We will respond promptly.

If you are not satisfied, complaints may be made to:

Office of the Australian Information Commissioner (OAIC)

Website: www.oaic.gov.au

11. Contact Us

DAV Management Pty Ltd (ABN: 31 681 298 297)
Trading as Little Leapers Childcare Centre
Address: 14/4A Meridian Place, Bella Vista NSW 2153
Phone: 0415 277 790
Email: admin@littleleapers.com.au
Website: <https://littleleapers.com.au>

12. Updates to This Policy

We may update this Privacy Policy from time to time.

The latest version will always be published on our website, with the updated date shown above.