

Hourglass Time Education Pty Ltd

Effective Date: 1st April 2026

1. Purpose

At Hourglass Time Education, we are committed to protecting the privacy and confidentiality of personal information. This Privacy Policy outlines how we collect, use, disclose and store personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

2. What Information We Collect

We may collect personal information that is reasonably necessary for our functions and activities, including:

a. General Information

- Name, email address, phone number
- Business Address
- Organisation/service details, Business Name & ABN
- Job title and professional role

b. Service Engagement Information

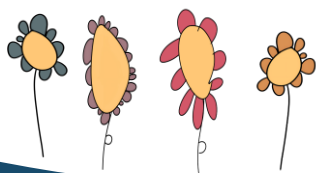
- Information provided through:
 - Mock Assessments & Compliance Audits
 - Service Support Visits
 - Coaching and Mentoring Sessions
 - Professional Development
 - HGT Quality Partnerships
 - Preschool Boost Programs

c. Sensitive Information (where applicable)

- Information relating to children, families, or educators shared during consultancy
- Compliance, incident, or child safety information

We only collect sensitive information where it is reasonably necessary and with appropriate consent.

3. How We Collect Information



We collect information through:

- Direct communication (email, phone, meetings)
- Online forms, surveys, and registrations
- Service visits, observations, and documentation reviews
- Third-party platforms - WIX Website management, Hourglass Hub, Outlook)

Where possible, we collect information directly from the individual or service.

4. Why We Collect and Use Information

We collect and use personal information to:

- Deliver consultancy services, training and coaching
- Conduct compliance audits and mock assessments
- Develop reports, action plans and quality improvement strategies
- Communicate with clients and stakeholders
- Improve our services and resources
- Meet legal and regulatory obligations

5. Disclosure of Personal Information

We may disclose personal information to:

- Our consultants and team members involved in service delivery
- Approved third-party providers (e.g. CRM, learning platforms, IT systems)
- Regulatory bodies where required by law

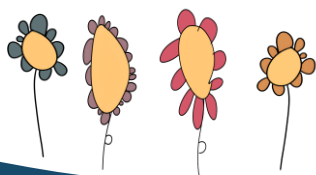
We do **not sell or rent personal information**.

6. Storage and Security

We take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure.

This includes:

- Secure digital storage systems (e.g. Microsoft 365, CRM platforms)
- Restricted access to authorised personnel only
- Confidentiality expectations for all consultants



7. Data Retention

We retain personal information only for as long as necessary to:

- Deliver services
- Meet legal and compliance obligations
- Maintain accurate business records

Information is securely destroyed or de-identified when no longer required.

8. Access and Correction

You may request access to or correction of your personal information at any time.

To do so, please contact us using the details below. We will respond within a reasonable timeframe.

9. Complaints

If you believe your privacy has been breached, please contact us. We will:

- Acknowledge your complaint promptly
- Investigate the matter
- Provide a response outlining outcomes

If you are not satisfied, you may contact the **Office of the Australian Information Commissioner (OAIC)**.

10. Website and Cookies

Our website may collect limited information via cookies and analytics tools to improve user experience.

This may include:

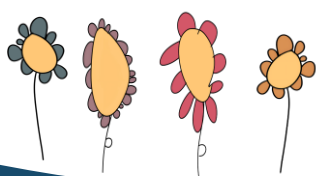
- Browser type
- Pages visited
- Time spent on site

You can disable cookies through your browser settings.

11. Updates to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.

12. Contact Us



For any privacy-related enquiries, please contact:

Hourglass Time Education

Email: info@hourglasstime.com.au

Phone: 0422 104 756

Website: www.houglasstime.com.au

13. Child Safety and Confidentiality Commitment

Given the nature of our work in early childhood education, we uphold strict confidentiality and child safety practices. Any information shared with us relating to children, families or incidents is handled with the highest level of care and only shared in accordance with legal and ethical obligations.

