

Subject: Website Security Policy

Child Care Action Council has reasonable website security measures in place to protect the information under our control from loss, misuse and alteration. We test and review our website security regularly. No security measures are perfect and Child Care Action Council cannot unconditionally guarantee that site information will never be misused.

CCAC's website contains links to other sites. Child Care Action Council is not responsible for the privacy policies or the content of these other web sites.

What Information Do We Collect?

We do not collect personal information automatically on people who browse our Web pages. Our web server does not automatically recognize or record information regarding the email address of the visitor. The referring domain and originating IP address are recorded for internal website management only. Some of our services do require personal information from the user. This information is supplied by the user, with the user's consent and awareness, for purposes that are clearly described to the user at the time the information is supplied.

How is Information Used?

In general, if you supply us with your postal address on-line you will receive the information for which you provided us your address. If you supply us with your email address you will receive those alerts and newsletters that you have requested. If you supply us with any other information it will be used for the purposes stated at the time you supply the information.

From time to time there are issues and events that have large implications for child care and children's programs in our service areas. At such times Child Care Action Council may send you relevant information via mail or email. All email communications from us will contain instructions for unsubscribing yourself from future communications. We may also use user information internally for our own program management and evaluation.

We do not share information with other organizations for commercial purposes. We do not partner with or have special relationships with any ad server companies.

If you choose to create a student profile on our site you will have access to that profile to modify it. Your username and password are unique and provide exclusive online access to the information stored. Child Care Action Council recommends you NOT share your login information. Contact us at info@ccacwa.org to have your student profile deleted.

All credit card transactions are processed by a third party and are subject to their privacy policies. Child Care Action Council does not store financial account information on this website.

Note for Parents

This site does not contain materials that are pornographic, violent or bigoted. We strive to insure that the sites we link to meet the same standards. However, the sites we link to have links to other sites and so on. We cannot control the content of websites that are not our own and we

cannot guarantee their content will be suitable for children. Parents should supervise their children's Internet use in general and monitor for sites with mature topics.

Contact us

If you have any questions about this-statement, the practices of this site, or feel that this site is not following its stated information policy, please contact us at info@ccacwa.org

SUBJECT: Confidentiality Policy

SCOPE

This policy applies to data collected by the Child Care Action Council Resource and Referral Service (CCAC R&R) for the following primary purposes:

- Providing parents with child care referrals and child care consumer education materials customized to meet their needs,
- Reporting to funders on contracted activities,
- Compiling child care supply and demand reports, both regularly and on an ad hoc basis; and
- Assessing outcomes and gauging parent, provider, and community partner satisfaction with our services.

CLIENT DATA

All data collected on parents in the course of providing referrals to child care is considered confidential. Parents have the right to receive child care referral services without providing any Personally Identifiable Information if they so choose. Data that is collected is stored in a password-protected client database, and any hard copies are stored in a locking cabinet. User IDs are restricted to CCAC R&R and Child Care Resource & Referral Network (Network) office staff and subcontractors responsible for:

- Doing child care referrals,
- Managing child care referral staff,
- Checking the accuracy of data entry,
- Creating child care demand reports and other reports to funders; and
- Conducting customer satisfaction surveys.

PROVIDER DATA

Data collected on licensed child care providers for the purposes of child care resource and referral services is not considered confidential, because it comes either from the provider him/herself or from the Department of Early Learning (DEL) as part of the public record of child care licensees. However, providers have four “opt out” choices to control the distribution of information about them by CCAC R&R and the Network:

1. Providers may request “No Referral” status. This status prevents any information about the provider from being given to parents in the course of a child care referral, either from R&R staff or from online databases. (Current plan to go on line in summer of 09).
2. Providers may request “No Outside Mailings” status. This status means that the CCAC R&R will keep the provider on internal contact lists but will not include the provider in outside mailing lists. The Network will not include the provider on any statewide contact lists.
3. Providers may request “No Contact” status. This status means that CCAC R&R removes the provider from all contact lists, including outside mailing lists. Both the CCAC R&R and the Network will not include the provider on any statewide or local contact lists produced under the Network’s data distribution policies.

4. When CCAC resource and referral system includes on line referrals (scheduled planned for summer 09), providers may request “No Web Referrals” status. This status prevents the provider’s information from appearing in an online child care search by a parent.

In addition, providers may request that specific rate information not be given to parents in the course of a child care referral. Of course, providers may refuse to provide any information to the CCAC R&R about their program, but the CCAC R&R reserves the right to include a record about that provider in their database containing basic licensing information obtained from DEL.

All inactive client records are disposed of in a confidential manner after seven years.

