

RNTT Pty Ltd hereafter called (Jobs Statewide) appreciates and highly values the relationship we have with you. As an important part of this relationship, we are committed to protecting the personal information that you entrust to us.

INTRODUCTION

To provide our services to you, we ask that you give us certain information, including your name, address, age, contact details and employment history, details of competency tests, education/training history and details of family members including spouse, next of kin and persons we may need to contact in an emergency;

We understand that the confidentiality of personal information is vitally important to you and we are committed to ensuring that all information entrusted to us is protected against misuse. Your personal information is also vital to us, as it enables us to provide you with the level of service that you expect from us.

Our privacy policy sets out Jobs Statewide's commitment to both your privacy and the protection of your personal information against misuse. Please read this Privacy Policy carefully and should you have any questions, please contact us. Please note; this Privacy Policy may be amended at any time without any prior notice. Copies are available via contacting our National HR Office on 08 8216 9226 or via our websites.

AUSTRALIAN PRIVACY PRINCIPLES

The Federal Government's Australian Privacy Principles, which are set out in the Privacy Act 1988 represent a legal obligation, which must be observed by many private sector organisations. We are committed to the protection of your privacy by acting in accordance with the requirements of the Privacy Act, the Australian Privacy Principles.

These principles control the way in which Jobs Statewide collect, store, use and disclose your personal information including any sensitive information entrusted to us. Your personal information is any information, or opinion about you where your identity is apparent, or can reasonably be ascertained. It will therefore include virtually any information, which is in some way linked to your name, address or other identifying features.

YOUR PERSONAL INFORMATION

We will only ask for information that we need to provide services to you, and where practical we collect your personal information directly from you. There may be occasions when we obtain personal information about you from a third party; for example, from your nominated referees; when receiving the results of a psychological or competency test; or obtaining performance feedback about your work. If we don't have your prior consent, we will take reasonable steps to inform you that we have collected personal information. If you are an employee of Jobs Statewide, it may include certain information forming part of your employee records.

We collect personal information for any one or more of the following purposes:

- Assisting you in finding or retaining work;
- Provision of training services;
- Any test or assessments you may undertake;
- To facilitate services to or by us, where your organisation is a client or service provider or potential client or service provider.

If you do not provide us with the information we seek we may be limited in our ability to provide you with our services.

While you are receiving services from us we may also be recording information about you that is necessary for us to provide services to you.

In some circumstances, we may also collect sensitive information about you such as information about your membership of a professional or trade association or trade union; your health (including any disability), your racial or ethnic origin or any criminal record that you may have. Information collected by Jobs Statewide will obtain your consent.

How we use and disclose this personal information from time to time will govern whether or not it is subject to the Privacy Principles.

What do we do with the information we collect?

Any information we may collect in electronic or paper form about you is kept secure at all times. We endeavour to ensure that no one who does not have a need to read your information gets access to it. The information we collect is used to help us in providing a service to you.

We may need to collect some information for purposes that are not related to the reason you came to us. Some of this information may need to be provided to government agencies under particular laws or we may need to use the information ourselves for other purposes. If we do need to use information about you for any purpose other than what you have come to us for, we will tell you and obtain your consent before we use the information for these secondary purposes.

Who has access to the information collected?

Only authorised personnel will have access to your information; Staff and others may from time to time need to refer to your information to assist in providing services to you. We may use and disclose your personal information for the purposes it was collected or for a related or ancillary purpose such as providing you with one of our services.

We may disclose your personal information to:

- Potential employers;
- Clients who may wish to engage your services as a contractor or temporary employee;
- Organisations that conduct competency or psychometric tests;
- Referees;
- A workers compensation body;
- Suppliers of services to us;
- Our related entities;
- Depending on the circumstances Services Australia or Department of Employment and Workplace Relations (DEWR)
- Depending on the circumstances, to the Australian Federal Police to verify whether you have a criminal record.

If we engage third party contractors to perform services for us which involves handling personal information we take reasonable steps to prohibit the contractor from using personal information except for the purposes for which it was supplied.

How is information about me protected?

All personal information held about you will be continually supervised, additionally written records will be stored in filing cabinets or in other locked storage, and any information held on computer will be

password protected. We will undertake all reasonable steps to ensure that information held in electronic form from all electronic data bases is removed from such data bases before the equipment leaves our control. All written information will be destroyed by burning, pulping or shredding if it is no longer needed. Only authorised staff will have access to your records while we hold the information.

Jobs Statewide will take necessary steps to ensure that any of your personal information that we collect, store, use or disclose is accurate, complete and up to date.

We will also take necessary steps to protect your personal information from misuse, loss and from unauthorised access, modification or disclosure in accordance with the requirements of our privacy policy and the Privacy Principles.

Can I have access to my records?

You have the right to request access to information we hold about you.

If you only wish to see your record this may be arranged with our staff. If you wish to have a greater degree of access we have a form we would like you to complete so that we may retrieve your file and keep a record of your request.

Access requests can be made through our compliance department. Our compliance department is contactable on 08 8216 9226.

You have the right to correct information held by us about you. If you find an error in your records please advise us, in writing, of the error and we will include your advice on our records. Should the record need to be disclosed to others your correction will be forwarded with the original record.

Keeping your personal information up-to-date

If your personal information changes, please contact us and we will endeavour to update and correct the information. We may also contact you from time to time to check the information is still correct.

Information provided using our websites

Our websites use cookies in which information is gathered about all of our users collectively; examples of data collected are; areas users visit most frequently and the services users access the most. We only use such data anonymously and in the aggregate. This information helps us to continually create a better overall experience for you.

About the information you provide via our websites

Information collected via Jobs Statewide websites will not disclose data to any outside parties other than to our related entities or where the law requires it without your consent.

Data Breaches

Jobs Statewide will undertake all reasonable steps to ensure the security of your private information. In the event that a privacy breach takes place, Jobs Statewide abides by the Notifiable Data Breaches scheme (NDBS). A data breach can be considered in the event of

- Unauthorised access, disclosure or loss of personal information
- Serious harm being caused or is likely to cause the risk of serious harm

In the event of a data breach involving loss, unauthorised access to or unauthorised disclosure of personal information, the Department of Employment and Workplace Relations will be notified of the breach as per the NDB scheme.

Before the relevant account manager is notified of the breach, Jobs Statewide will ensure that the breach is investigated and an initial assessment is completed to find whether the breach is an 'eligible data breach' under the NDB scheme and how the breach was caused.

Jobs Statewide will conduct assessment of the Data breach and ensure that immediate action is taken to contain or remedy the breach. The Jobs Statewide Security incident response plan will also be followed in the event of any security breaches.

Feedback

Any feedback that is submitted through this area becomes the property of Jobs Statewide. We may use this feedback, such as success stories, for marketing purposes, or to contact you for further feedback on the site.

What if I have a complaint?

In the event that you have any complaint about the way we deal with privacy issues, please contact us first. If we cannot resolve the issue, you have the right to contact the Privacy Commission to address the issue. We hope that you will have no complaint with us but please advise us if any improvements can be made.

This policy does not apply to employee records.

If you wish to know more about how we deal with Privacy Issues, you may contact our Privacy Officer in our Head Office Department.

Our contact details are:

Jobs Statewide Head Office Level 1, 60 Waymouth St, Adelaide, SA 5000
Telephone 08 8216 9226 Fax 08 8211 6477 Email jobs@jobs-statewide.com.au

Exemptions from Privacy Laws

The Privacy Amendment (Private Sector) Act 2000 exempts:

- Employee records;
- Related companies;
- Individuals in a non-business capacity;
- Registered political parties
- Acts and practices of media organisations carried out in the course of journalism;
- Small business with a \$3 million turnover (or less), unless it

- Provides a health service;
- Sells personal information;
- Purchases personal information; or
- Contracts as a service provider to the Commonwealth.

Collection Statement

In order to comply with the new privacy laws, organisations are required to provide specific information to an individual at the time the personal information is collected. An organisation must take reasonable steps to ensure that the individual is aware of this information, whether or not an individual requests it. The individual must also be told who is collecting the information, the reason for collecting it and how to directly contact the Privacy Officer.

THE PURPOSE OF THE COLLECTION

Jobs Statewide may require the collection of personal information to satisfy the needs of the organisation. The reasons for the collection of the personal information include, but are not limited to, the provision of employment services.

The personal information may be required for the purpose of:

- Giving you information to which you are entitled as a member/customer; and
- Supplying to you, and administering, the products and services you require.

Jobs Statewide may also collect the information for the provision of marketing, unless a specific request in writing is provided detailing what is not required.

Jobs Statewide may need to give personal information to other organisations to comply with its legal obligations, such as auditors, legal advisers and the Australian Taxation Office [or any other relevant organisations].

DISCLOSURE TO AN ORGANISATION

Jobs Statewide may disclose personal information, for the purposes set out above, to any of its subsidiaries, branches, franchises or legally related companies, agents, dealers or contractors.

Jobs Statewide acknowledges that there is no obligation for an individual to provide it with personal information. However, if an individual chooses not to provide Jobs Statewide with personal details, we may not be able to provide the individual with a full range of services or reduce the ability of servicing the individual's organisation direct.

ACCESS RIGHTS AND CONTACT DETAILS

The Privacy Act 1988 (amended by the Privacy Amendment (Private Sector) Act 2004) provides the right to access personal information held by Jobs Statewide. If the information is inaccurate, a request can be made to correct it.

Further information can be obtained by contacting our Privacy Officer in our HR Department at Head Office, Adelaide: (08) 8216 9226.