



Recruitment Consultants since 2000
"We always do our very best"

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Our privacy commitment to you

The Personnel Connection Privacy Policy

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Our privacy commitment to you

When you trust The Personnel Connection Pty Ltd (TPC) with your personal information, we know you expect us to protect it and keep it safe.

We won't let you down.

This means that when we receive your personal information we:

- tell you how we may use it;
- keep it in a secure way;
- make sure it is kept accurate and up to date;
- restrict how we use it;
- restrict who we provide it to.

This document briefly explains the main ways we protect your privacy and how we comply with the National Privacy Principles. It also describes the types of personal information we may collect from you. You can get more detailed information on these matters by contacting us, or by reading the privacy notices we give you when you apply either for an advertised position or to be placed on our books to be considered for a position when one that is suitable becomes available.

How to contact us

You can contact us about this policy or our services by:

calling (02) 9987-0155

e-mailing mail@thepersonnelconnection.com.au

If practical, you can contact us without identifying yourself. However, if you don't identify yourself, we may not be able to give you the information and services you would otherwise receive.

What sorts of personal information do we ask for?

We will only ask for personal information relevant to our business relationship with you. So, when you apply for one of our products or services we may ask for:

- information that identifies you, like:
 - your name, address, and other contact details
 - your date of birth
 - your past employment details
 - your tax file number

The Privacy Act places restrictions on collecting sensitive personal information about you (this includes information about your religious views, ethnicity, political opinions, criminal records, personal health information or sexual preferences). Generally, we won't collect this sort of information. However, we may collect some sensitive information if:

- we need it to provide you with a specific role or
- you are applying for a job with us; and
- you have provided your consent for us to do so.

Why do we ask for personal information?

We will tell you the main reason for asking for your personal information when we seek it from you.

The main reason will usually be to place you in a position best suited to you and the employer. We may use the information to:

- check whether you are eligible for positions we have on our books;
- confirm details that you have provided to us such as referees;
- when you make a query about it; and
- when we want to contact you about changes to it.

We may use personal information for other reasons, including:

- telling you about positions that we think may interest you (unless you tell us not to – which you can do at any time)
- helping us to run our business. This will include using information for:
 - training our staff accounting, risk management, record keeping, archiving, systems development and testing developing new products and services undertaking planning, research and statistical analysis.

We may also ask for your personal information because we are required to collect it for legal reasons. For example, legislation such as the Child Care Support Act may require us to ask you for information to check your identity (e.g. by referring to your driver's licence, birth certificate or passport).

If you don't provide some personal information, we may not be able to provide you with the service you want.

How do we collect personal information?

If it's reasonable and practical to do so, we collect personal information directly from you. We may do this through application forms, over the telephone, the internet, or in person when you visit our offices.

We may also need to collect personal information from other people. Sometimes this may happen without your direct involvement. Some examples of the people or organisations from which we may collect personal information about you are:

- Your referees;
- Your academic or trade institutions; and
- government agencies (such as the Land Titles Office).

So that we can better tailor information and jobs to your needs, when we send you email messages, we may use technology to identify you so that we can know when you have opened the email or clicked on a particular link in the email.

When you ring us, we may also monitor and/or record telephone calls for the purposes of staff training and to verify statements made during the phone call.

Do we provide your personal information to others?

Sometimes we provide personal information about our candidates to outside organisations. Generally, these are organisations that help us with our business. These may include:

- outsourced service providers such as our payroll bureau;
- insurers and re-insurers;
- superannuation funds;
- other financial institutions (for example, when you want to borrow from a bank); and
- your representative (for example lawyer, mortgage broker, financial adviser, executor, administrator, trustee, or attorney).

We strive to limit the information we give these organisations to what they need to perform their services for us or provide products or services to you. We also enter into contracts with organisations who provide services to us or who provide products or services jointly with us. These contracts require the organisation to:

- meet the privacy standards we set for ourselves in protecting your personal information and comply with the Privacy Act; and
- use the personal information only for the specific service we ask them to perform or the product/ service that we ask them to provide, and for no other purpose.

We may also need to provide your personal information to others where:

- We are (in limited circumstances) allowed or required to by law or where we have a public duty to do so. For example, a Court, a regulator (such as ASIC or the ATO) or the police can compel us to disclose personal information to them. Or,
- You have expressly consented to your personal information being supplied to others. Usually we ask you to consent in writing (such as in our privacy consents). In special circumstances, you can consent by speaking to us. Or,
- it can be reasonably inferred from the circumstances that you consent to your personal information being disclosed to them (implied consent). For example, your consent will be implied for us to use and disclose your information to inform you of job positions that we believe may interest you. However, your implied consent for us to do this can be withdrawn at any time by telling us.

Do we use personal information to market products and services to you?

We may use your personal information to offer you roles we believe may interest you, but we will not do so if you tell us not to.

We also won't sell or provide your personal information to any organisations.

Can you access your personal information?

Yes.

You can also ask for any corrections to be made. You can request access to your personal information by visiting our office or contacting us by telephone on (02) 9987-0155. This service is free unless the personal information you request requires research or preparation time. Before we act on your requests, we will give you an estimate of how much this service will cost and ask you to agree before proceeding.

We may not always be able to give you access to all the personal information we have about you. For instance, we may not be able to give you access to information that:

- would reveal personal information about another person;
- would reveal a commercially sensitive decision-making process;
- we are prevented by law from providing to you; and
- relates to existing or anticipated legal proceedings.

Do we keep your personal information accurate and up-to-date?

Yes.

We maintain the quality of your personal information by taking reasonable steps to make sure that the information collected, used and disclosed is accurate, complete and up-to-date. We encourage you to help us by telling us immediately if you change your contact details (such as your phone number or address).

Is your personal information secure?

Yes.

We will use up-to-date techniques and processes, which meet current industry standards, to protect your personal information from misuse, loss and unauthorised access, modification or disclosure.

The only people who are allowed to handle or have access to your personal information are those employees of TPC and those who perform services for us who need your personal information to do their jobs. All TPC employees are bound both by the TPC Code of Conduct and by confidentiality clauses in their employment agreements to not misuse your personal information. Those who perform services on our behalf are also bound by privacy and confidentiality agreements.

Paper documents are protected from unauthorised access or use through the various security systems that we have over our physical premises. We also maintain up-to-date computer and network security systems with appropriate firewalls, encryption technology and passwords to protect electronic copies of personal information.

If we no longer require your personal information, we will take reasonable steps to destroy it in a secure manner or remove identifying features from it. This is subject to any legal obligations we have to keep information for a certain period of time.

When you meet with us to roles and we ask for personal information from you, we will make every effort to minimise the opportunities for other people to overhear the conversation.

What if we don't keep our promises?

Although we are committed to keeping the promises set out in this document, we sometimes make mistakes. Fixing these mistakes and ensuring we deliver on our promises is very important to us.

We've put in place a way of dealing with issues you might raise quickly and fairly. Please talk to us first.



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If you feel we did not act fairly in the way we handled your complaint or in the way we resolved your complaint, you can ask The Office of the Federal Privacy Commissioner to review the matter for you.

The Office of the Federal Privacy Commissioner. The Commissioner can be contacted on the privacy hotline: 1300 363 992.

Things you should know: This policy is current as at 21 March 2010. From time to time, we may make changes to our policy or policies, processes and systems in relation to how we handle your personal information. We will update this policy to reflect any changes.