

QUAY APPOINTMENTS PRIVACY & COLLECTION STATEMENT:



Our commitment to maintaining your privacy

At Quay Appointments, protecting the privacy and confidentiality of the personal information of our staff, candidates and customers is very important to us. Equally, obtaining and maintaining their trust is fundamental to the way we do business.

Quay Appointments manages personal information, as an APP entity, under the Australian Privacy Principles (APP).

As we are a contracted service provider to a range of Commonwealth, State and Territory government agencies, it sometimes becomes necessary for us to collect and manage personal information as an Agency under different privacy arrangements. If you wish to know if this applies to you, please contact us.

We may decline to collect unsolicited personal information from or about you and take steps to purge it from our systems.

What your personal information is

Personal information is any information about you. It may range from the very sensitive to the everyday (e.g. name, address and phone number). It would include the opinions of others about your work performance, your work experience and qualifications, aptitude test results and other information obtained by us in connection with your possible job placements. Personal information includes sensitive information. Quay Appointments will only collect and hold information that is reasonably necessary for the proper performance of our functions and activities as an employment agency and is likely to differ depending on whether you are a Candidate; a Client; or a referee.

What sensitive information is

Sensitive is information or opinion about your:

Racial or ethnic origin; or Political opinion; or Membership of a political association or religious beliefs, affiliations or philosophical beliefs; or Membership of a professional or trade association or membership of a trade union; or Sexual preferences or practices; or Criminal record; or Health or disability (at any time).

Sensitive information can, in most cases, only be disclosed with your consent. We do not actively seek to collect such sensitive information unless it is necessary for our business purposes. If we do have to collect sensitive information, we will do so in accordance with the Australian Privacy Principles.

Who will be collecting your personal and sensitive information

Your personal and sensitive information might be collected by Quay Appointments Pty Ltd for its own use and may require access to your personal and sensitive information in connection with your work placements.

The purposes for which we collect, hold, use and disclose your personal information are likely to differ depending on whether you are a candidate; a client or referee.

How your information will be collected

We sometimes collect information from third parties and publicly available sources when it is necessary for a specific purpose such as checking information that you have given us or where you have consented or would reasonable expect us to collect your personal information in this way. When we collect personal information about you from publicly available sources for inclusion in our records, we will manage the information in accordance with the APPs.

The means by which we will generally collect your personal information are likely to differ depending on whether you are:

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A Candidate:

Generally, the type of personal information we collect about you is the information included in your application or resume, for example, your name, mailing address, telephone number, e-mail address, career history, details of any competency tests or other information relating to your career.

Where practical, we collect your personal information directly from you, when you fill out and submit one of our registration forms or any other information in connection with your application to us for registration and you attend an interview with one of our staff members. We may collect personal information about you when you deal with us by telephone, letter, fax, e-mail, or visit our web site.

A Client:

Personal information about you may be collected when you provide it to us for business or business related social purposes.

A Referee:

Personal information about you may be collected when you provide it to us in the course of our checking candidate references with you and when we are checking information that we obtain from you about Job seekers.

We will not request that you supply photographs, scan photo ID, or capture and retain video image data of you in cases where simply sighting photographs or proof of identity documents would be sufficient in the circumstances.

On-line applications

On-line application is a free and optional service that does not require registration.

You may choose to send and store information via our web site, or e-mail your personal information to Quay Appointments. The mandatory information, in addition to any additional information you include as part of your application (resume, cover letter, etc) is submitted to us for the purpose of helping you to find employment. Information that you submit may be shared with potential employers for the purposes of evaluating fit between applicants and employees.

This information gathered at this point is stored in our database for retrieval and use by Quay Appointments staff only for the purpose for which it is intended. By submitting your personal information in this way, you acknowledge and accept our privacy collection statement.

Respecting your Internet Privacy

Your privacy is important to Quay Appointments and we want you to feel confident using our web site. In order to gain your confidence Quay Appointments' Web site Privacy Statement has been included on-line so as to provide you with a clear indication of how Quay Appointments complies with the Privacy legislation.

If you visit an area of the Quay Appointments Web site to which you are not required to log on in order to read, browse or download information, Quay Appointment's systems may record the date and time of your visit, the pages visited and any information down loaded. Quay Appointment's systems will not record any information that would identify you personally without your consent.

The information gathered cannot be directly matched to an individual and is only used for administration and statistical purposes such as error logging. It can only tell us about how you used the web site. This information can help us determine what areas of our web site are most beneficial to our visitors. No attempt is made by Quay Appointments to identify users or their browsing activities.

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Any personal information that you submit to Quay Appointments through the website will only be used for the following purposes:

- Candidate Information submitted and obtained from a Candidate and other sources in connection with applications for employment;
- Candidate information submitted and obtained from a Contractor and other sources in connection with applications for contracting projects/assignments.
- Work Quality Evaluation Assessments
- Information about incidents in the workplace;
- Employee Records (Personal Information pertaining to Internal and External staff - as defined)
- Information submitted and obtained in relation to absences from work due to leave, illness or other causes;
- Information obtained to assist in managing client and business relationships.

If you complete an on line registration form on a Quay Appointments Web site, the information that you enter into the form will only be collected if you actually submit the form (by post, in person or via e-mail or the Internet).

Quay Appointments may also use the information collected to notify you about changes to our websites, and to inform you of services, opportunities and special events that Quay Appointments believes that you will find valuable.

With your Consent

Other than as outlined above, we will endeavour to provide you with notice (which may occur via your nominated e-mail or telephone) when we wish to provide personal information about you to third parties, and provide you with the opportunity to choose not to share that information

By visiting this site you are agreeing with and consenting to the practices described in this Privacy Statement. Should you not agree with this Privacy Statement you should cease using the Web site immediately.

This Privacy Statement may be updated from time to time as the website and its content develops and matures. We encourage you to check this Privacy Statement regularly.

Changes to our Privacy Policy

If at any time our policy changes, the updated details will always be available here on our website for your perusal. This version was last updated September 2014.

Personal and sensitive information will also be collected when:

- we receive any reference about you;
- we receive results of inquiries that we might make of your former employers, work colleagues, professional associations or registration body;
- we receive the results of any competency or medical test;
- we receive performance feedback (whether positive or negative);
- we receive any complaint from or about you in the workplace;
- we receive any information about a workplace accident in which you are involved;
- we receive any information about any insurance investigation, litigation, registration or professional disciplinary matter, criminal matter, inquest or inquiry in which you are involved;
- you provide us with any additional information about you
- Any insurance claim or proposal that requires disclosure of your personal or sensitive information. E.g. our insurers and Workers Compensation body;
- our contractors and suppliers - e.g. our I.T. contractors and database designers

Personal and sensitive information may be disclosed to...

We may use and disclose your personal information for the purposes it was collected, (primary purpose) or for a related or ancillary purpose such as providing you with one of our services. This disclosure will only occur in the following circumstances:

- other members of Quay Appointments Pty Ltd
- potential and actual employers and clients of Quay Appointments Pty Ltd who may wish to engage your services as a contractor or temporary
- your actual or possible job placement;
- referees for suitability and screening purposes;
- Assisting in your career performance or management
- Payment for job completed on a casual assignment
- Follow up with you to offer you job or ascertain your availability for job
- Your performance appraisals
- Our assessment of your ongoing performance and prospects;
- Any test or assessment (including medical tests and assessments) that you might be required to undergo;
- Our identification of your training needs;
- Any workplace rehabilitation;
- Our management of any complaint, investigation or inquiry in which you are involved;
- Any insurance claim or proposal that requires disclosure of your personal or sensitive information. e.g. our insurers and Workers Compensation body;
- our contractors and suppliers - e.g. our I.T. Contractors and database designers

We will advise you of our intentions and gain consent before we refer your personal information to our clients for possible job opportunities.

Our policy on Direct Marketing

We may send you direct marketing communications and information about our services and any other offers that we consider might be of interest to you. Unless you state otherwise, Quay Appointments will be under the impression that you consent to receiving direct marketing communications and information from our company. In accordance with relevant marketing laws such as the Spam Act 2003, we may use various methods of communication such as by phone or via email, SMS, fax and/or mail.

In some situations you may indicate which form of communication you prefer and we will endeavour to use the medium of your choice if it is possible. There is an option to opt out and not receive these messages if that is your preference.

If you would like to be removed from our mailing list, please contact our office and inform us of these changes.

As part of our company policy, Quay Appointments will never provide your personal information to other organisations for the purposes of direct marketing without prior consent by you.

Where required by Law

In certain circumstances we may be required by law to disclose your personal information, for example, where disclosure is ordered by a Court, or subpoenaed in relation to third party litigation. We also reserve the right to choose to disclose your information to law enforcement agencies in circumstances described in the Australian Privacy Principles and other applicable laws and regulations, including for the purpose of investigating alleged contraventions of the law.

If you do not give us the information we seek

- we may be limited in our ability to locate a suitable job for you;
- we may be limited in our ability to place you in a job

How secure is your information?

We continually review these arrangements to ensure we are doing all that is reasonable to protect your information.

Personal information is held in our Information Record System until it is no longer needed for any purpose for which it may be used or disclosed, at which time it will be de-identified or destroyed provided that it is lawful for us to do so.

Your personal information may be stored in hardcopy or electronically. We have security procedures in place to protect your personal information. For example, your personal information may be stored in our secured premises located in the Sydney CBD office and Parramatta Branch. This will be in the form of a hardcopy and/or soft copy in computerised databases.

We attempt to keep our server secure and free from unauthorised access and use, by enforcing physical security at the premises in which the server is located, and by using industry standard technological measures to prevent unauthorised remote access to the server. Access to your Personal information is limited to staff. Our security methods require a log in, and password to gain access.

All staff are bound by a confidentiality agreement regarding company and customer information. For safety reasons, visitors to our premises are always accompanied by a member of staff during the duration of their visit.

We use secure methods to destroy or re-identify personal information

When you advise us that you are no longer looking for work opportunities, we will identify your hard copy record and destroy your personal information after a period of not more than twelve months. We engage a supplier to security shred all personal information unless a requirement by law such as retained for tax /wages information or as soon as the law permits and provided we no longer need that information.

Unless you advise us otherwise your resume and personal details will be kept on the database for future employment opportunities.

Security of your personal information.

Unfortunately, no server on the Internet or any data transmission over the Internet can be guaranteed to be 100% secure. Despite our best efforts to keep our server and transmissions to and from our server secure, we are unable to absolutely guarantee security and there will always be a risk of unauthorised access to your information. Although we will take all reasonable steps to keep secure any information that we hold about you from misuse, loss-unauthorised access, modification and disclosure.

We can not guarantee that it is totally protected from hackers or misuse. We will not be held responsible for events arising from unauthorised access to such information.

Time Sheets

When submitting a time sheet either via fax and or e-mail. The information is directed to our payroll division where it is only used for the intended purpose, a copy of the time sheet is sent to the client organisation with an invoice to be used for the identification and the purpose for which you have provided it.

Keeping your personal information up-to-date

Subject to some exceptions which are set out in the Australian Privacy Principles (Principle 7 - Access and Correction), you have a right to gain access to the personal information we hold about you. If you wish to exercise your rights of access and correction you should contact our privacy coordinator whose details are shown above. You will need to verify your identity.

If your personal information changes please contact us and we will endeavour to update and correct the information. We will take such steps as are reasonable in the circumstances to correct that information to ensure that, having regard to the purpose for which it is held, the information is accurate, up to date, complete, relevant and not misleading. For this reason, we may also contact you from time to time to check the information is still correct.

If we are unable to agree that your personal or sensitive information that we hold about you is accurate, complete and up-to-date, you may ask us to place with the information a statement by you that claims that particular information is not accurate, complete and up-to-date.

Dispute resolution and complaints process

A complaints process has been established to resolve any disputes or complaints regarding any aspect of the Privacy policy at Quay Appointments. You have the right to complain about our handling of your personal information; it should first be made to us in writing to our privacy Coordinator whose details are below.

Complaints can be made to the Office of the Australian Commissioner or to the (RCSA) Recruitment and Consulting services of Australia and New Zealand. The industry association to which we are a proud member. RCSA administers a Code of Conduct for the professional and ethical conduct of its members.

Private policy

By reading this privacy / collection statement, you consent to us collecting, maintaining, using and disclosing personal information, about you and provided by you or by another person in accordance with this Privacy collection statement and our privacy policy.

All information sought and collected is required for our business purposes. You understand and accept each of the statements in this collection statement and voluntary consent to;

- Personal and sensitive information about me being collected by you as indicated above
- Personal and sensitive information about me being used as indicated above
- Personal and sensitive information about me being disclosed as indicated above

Our commitment to our clients to maintain your privacy

Our Privacy Statement has been created because we value our clients and recognise their right to keep information private. This statement discloses what information we gather from our visitors and why the information is gathered.

QUAY APPOINTMENTS PRIVACY & COLLECTION STATEMENT:



Collecting information on site visits

We collect information on our client visits and this data is always used as a tool. We utilise this information in conjunction with monitoring and feedback to improve and enhance our services.

Where practical we collect information directly from you. When you deal with us by telephone, letter, fax, e-mail or via our web site or a visit to one of your offices, we may collect personal information about your company and this is stored on our database.

A thank you evaluation letter will be sent to you requesting information about our services. Please note that the information provided by you is not disclosed to any of our agents and that we utilise this information to improve and enhance our services.

Your company information may be disclosed to ...

We may use and disclose your personal information for the purposes it was collected, (primary purpose) or for a related or ancillary purpose such as providing you with one of our services.

To facilitate our efficient use of your information, and to provide you with the best recruitment and contracting services and/or opportunities, it may sometimes be necessary for Quay Appointments to disclose your information to third parties.

However, this disclosure will only occur in the following circumstances:

- Other members and employee's of Quay Appointments Pty Ltd
- Information that you submit may be shared with potential employees for the purposes of evaluating fit between applicants and employers.
- Referees to obtain related information e.g. Trade References
- Any workplace rehabilitation;
- Payment for job completed on a casual assignment or permanent placement
- Our management of any complaint, investigation or inquiry in which you are involved

Contact us

If you wish to contact us about your personal or sensitive information, or would like to make an inquiry or update your information you must contact:

Gabriella Baiguini – Manager of Quality Assurance Systems

Tel: 02 9891 9121

Email: quay@quayappointments.com.au

Fax: 02 9251 7332