

## **1. Introduction**

At Engage we respect your personal information and your privacy is important to us. This policy outlines how we collect information and how we maintain, handle, use, store and disclose the personal information we hold. This Privacy Policy applies to information collected by Engage.

Engage manage personal information in accordance with the Privacy Act 1998 (as amended) and the Australian Privacy Principles (APP) in Australia.

This Privacy Policy may be updated from time to time to include new laws and as such we encourage you to regularly check our Privacy Policy so that you are aware of any updates and changes. Any information that Engage collect and hold will be governed by the most current version our Privacy Policy.

## **2. Kinds of information that we collect and hold**

Personal information that we collect and hold is information that is reasonably necessary for Engage to perform our services as a recruitment agency and is likely to differ depending on whether you are:

- An employee/candidate
- A client
- A referee

### **2.1 For Employees/Candidates**

The type of information that we typically collect and hold about employees is necessary to the functions and activities of Engage including, selection, employment, appraisal, discipline, remuneration of employees, and administrative activities. The type of information that we typically collect and hold about candidates is information that is necessary to assess openness to job offers and work availability; suitability for placements or to manage the performance in work obtained through us. The type of information we collect and hold about employees/candidates includes:

- Contact details;
- Information about your qualifications, tickets, licences, work history and skills;
- Opinions about your work performance (e.g. references);
- Information about your work rights and your eligibility to work within Australia which may include details, copies or presentation of the originals of any applicable visa, passport, birth or citizenship certificate, or other relevant documentation;
- Sensitive information (e.g. information about your health, medical history, criminal record, membership of a professional or trade association or membership of a trade union)
- Tax File Number and relevant bank and superannuation details necessary to facilitate the payment of wages and superannuation contributions and to ensure appropriate taxation treatment;
- Other information relevant in the circumstances.

## **2.2 For Clients**

The type of information that we typically collect and hold about clients is information that is necessary to help us manage the delivery of our recruitment services and includes:

- Company contact details;
- Billing details;
- Supervisor contact details.

## **2.3 For Referees**

The type of information that we typically collect and hold about referees is information that is necessary to help to make determinations about the suitability of our employees/candidates for particular jobs or particular types of work and includes:

- Full name;
- Position title;
- Company name;
- Contact number.

## **3. Purposes for collecting information**

The purposes for which we collect, hold, use and disclose your personal information are likely to differ depending on whether you are:

- An employee/candidate
- A client
- A referee

Where personal information is used or disclosed, Engage takes reasonable steps in the circumstances to ensure it is relevant to the purpose for which it is to be used or disclosed.

You are under no obligation to provide your personal information to Engage. However, without certain information from you, or where information you provide is inaccurate or irrelevant, Engage may not be able to provide out services to you or may be limited in our ability to provide our services to you.

### **3.1 For Employees/Candidates**

Information that we collect, hold, use and disclose about employees/candidates is necessary for the purposes of providing recruitment, administrative and payroll activities such as by matching candidates to clients job needs. Your personal information may also be used in connection with the following purposes:

- You being offered employment or engagement with Engage or a client of Engage;
- Your actual or potential work placement with Engage or a client of Engage;
- Undertaking performance appraisals in relation to your former or current work placements;

- Any test, assessment or checks (including medical tests and assessments and criminal record checks) that you might be required to undergo for the purposes of assessing your suitability for a potential work placement or task with Engage or a client of Engage;
- The management of any complaint, investigation or inquiry in which you are involved during a work placement with Engage or a client of Engage;
- Any insurance claim or proposal in which Engage is involved by virtue of your current or previous work placement with Engage or a client of Engage;
- Statutory compliance requirements.

### **3.2 For Clients**

Information that we collect, hold, use and disclose about clients is typically used for:

- Client and business relationship management;
- Recruitment functions;
- Credit checks;
- Marketing services to you;
- Statutory compliance requirements

### **3.3 For Referees**

Information that we collect, hold, use and disclose about referees is typically used for:

- Confirming identity and authority to provide references;
- Employee/candidate job suitability assessment;
- Recruitment functions

## **4. How your personal information will be collected**

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

- An employee/candidate
- A client
- A referee

Your information may be collected from you either online or in hard copy, or through providing information to us in person or via telephone, email, fax, post or other means, whether at Engage's request or at your own initiative.

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.

#### **4.1 For Employees/Candidates**

Personal information will be collected from you directly when you fill out and submit our Employment Application paperwork or any other information in connection with your application to us for work.

Personal information is also collected when:

- You submit an application form or your resume through a third party website;
- We undertake reference checks by inquiring with, or we otherwise receive references or performance feedback (whether negative or positive) from, any of your former or current employers, work colleagues, professional associations or registration bodies (reference checks are undertaken with your consent);
- We receive results from any medical tests or criminal history checks (which are undertaken with your consent);
- We receive results from any competency tests in which you participate;
- We receive results from any other online process or testing including but not limited to assessments, induction courses and background checks carried out by a provider on Engage's behalf;
- We undertake a Visa Entitlement Verification Online (VEVO) Check through which to assess your eligibility to work within Australia;
- We receive any complaint from or about you in the workplace;
- We receive information about a workplace incident or accident in which you were involved;
- We receive any information about insurance investigation, litigation, registration or professional disciplinary matter, criminal matter, inquest or inquiry in which you were or are involved during, or in connection with, a work placement.

Engage may also collect personal information about you from a range of publicly available sources including newspapers, journals, directories, the Internet and social media sites.

#### **4.2 For Clients**

Personal information about you may be collected when you provide it to us for business through completing Engage's paperwork including a Credit Application and Terms and Conditions forms.

Engage may also collect personal information about you from a range of publicly available sources including newspapers, journals, directories, the Internet and social media sites.

#### **4.3 For Referees**

Personal information about you may be collected:

- When an employee/candidate provides us with your contact details for the purposes of reference checking the employee/candidate with you;
- During the course of our checking employee/candidate references with you and when we are checking information that we obtain from you about the employee/candidate.

Engage may also collect personal information about you from a range of publicly available sources including newspapers, journals, directories, the Internet and social media sites.

## **5. How your personal information is held**

Engage make all reasonable efforts to ensure that information is stored securely in both electronic and physical form and is only accessible by authorised employees. To ensure that your personal information is secure, we hold your personal information in our Information Record System and take the steps which are reasonably necessary to protect your personal information we hold about you from misuse, interference, loss, unauthorised access, modification or disclosure. We will hold your personal information until it is no longer needed for any purpose for which it may be used or disclosed, at which time it will be destroyed provided that it is lawful for us to do so.

## **6. Disclosures**

Engage discloses your personal information for the purpose for which it is primarily held. That is, generally, Engage will only disclose your personal information for a purpose related to the provision of recruitment services or otherwise as set out in this statement. This may include disclosing your personal information to:

- Clients of Engage who may be your potential or actual employer or with whom you may be placed on a work placement;
- Referees;
- External providers of on-line training and inductions;
- Engage's insurers;
- A professional association or registration body if relevant to the provision of Engage's services or otherwise with your consent;
- A workers compensation body in accordance with applicable legislation;
- Engage's contractors and suppliers including IT contractors, professional advisers, consultants and representatives;
- A federally registered Job Service Australia (JSA) Provider, for the purpose of confirming hours of work and hourly rate of pay (upon receipt of an Authority to Release form);
- Real Estate companies or financial institutions for the purpose of confirming employment and pay details (upon receipt of a Consent to Release form);
- Any other entity, with your consent, or to whom disclosure is required or authorised by law (e.g. Australian Taxation Office, Workers Compensation body)

## **7. Correcting or updating your information**

Engage take reasonable steps to ensure that all information we collect, use or disclose about you is accurate, complete and up-to-date. We recognise that information changes frequently with changes of address and other personal circumstances. We generally will update your information over the telephone unless it is financial details, in which we would request any changes in writing. Please advise a Recruitment Consultant or Account Manager when your personal details change. If you are an internal employee, please notify the HR Advisor of any changes to personal details.

## **8. Accessing your personal information**

Subject to some exceptions that are set out in the Australian Privacy Principles, you can gain access to your information that we hold about you.

To obtain access to your personal information:

- For security reasons, you will have to provide your request in writing and produce proof of identity;
- Engage requests that you be reasonably specific about the information you require;
- Engage may charge you a reasonable administration fee, which reflects the costs for searching for and providing access to your information.

Engage will endeavour to respond to your request to access your information within 30 days from your request.

If Engage refuses your request to access your information, we will notify you in writing of the reasons for the refusal and the process for escalation regarding this refusal.

## **9. Complaints**

If you are making a complaint about the handling of your personal information, it should first be made in writing to our Privacy Officer via the contact details below.

At all times your privacy complaint will be treated seriously, promptly, in a confidential manner and will not affect your existing obligations or affect the commercial arrangements between you and Engage.

Engage's Privacy Officer will commence an investigation into your complaint. You will be informed of the outcome of your complaint following completion of the investigation. In the event you are dissatisfied with the outcome of your complaint, you may refer the complaint to the Office of the Australian Information Commissioner.

## **10. How to contact us**

For further information or enquiries regarding personal information the Engage hold about you, please write to:

Privacy Officer - Engage, PO Box 2011, Fortitude Valley BC, QLD 4006

Or email to: [info@engage.com.au](mailto:info@engage.com.au)