

ALPHA RECRUITMENT PRIVACY/COLLECTION STATEMENT



Protecting Your Privacy

At Alpha Recruitment (ABN 12 714 684 317) your privacy is important to us. We are committed to ensuring that your privacy is respected and maintained at all times. This Privacy/Collection Statement explains how we collect personal information and how we maintain, use and disclose that information. It also provides some details about your privacy rights along with our general rights and obligations in relation to the personal information we keep on record. Alpha Recruitment complies with the Privacy Laws and the National Privacy Principles as well as our existing obligations of confidentiality. The TEN National Privacy Principles relate to Personal Information and as they refer to our business, are as follows:

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|-----------------------|---------------------------|
| 1. Collection | 6. Access and Correction |
| 2. Use and Disclosure | 7. Identifiers |
| 3. Data Quality | 8. Anonymity |
| 4. Data Security | 9. Transborder Data Flows |
| 5. Openness | 10. Sensitive Information |

What Is Personal Information?

Personal information is any information that can be used to identify you. This includes any personal information or opinions about you, whether true or not, no matter how the information or opinions are recorded. It may include everyday information such as name, address and phone number. It could also include the opinions of others about your work performance, your work experience and qualifications, aptitude and psychological assessment results and other information obtained by us in connection with your possible work placements. Personal information includes sensitive information. Sensitive information is a special category of personal information and includes information about your health, race or ethnic origin, political or religious beliefs, membership of a trade union or association, sexual preferences or criminal record. We will not disclose your sensitive information without your consent unless there is a need to disclose such information in accordance with the Privacy Act 1988 (Cth).

Principle 1 - Collection:

Personal information will be collected by Alpha Recruitment for the purpose of conducting business and will normally fall into the following categories:

1. Candidate Information
2. Client Information

In line with our range of services, Alpha Recruitment will only hold personal information on our candidates and clients for the purposes of the placement of staff into contract or permanent positions through our recruitment services or customer and client relationship management and business development purposes.

How Your Information Will Be Collected – Attending An Interview

Personal and sensitive information will be collected from you directly when you attend an interview with one of our staff members. At this time you will complete our registration paperwork or any other information in connection with your application to us for registration. Personal and sensitive information will also be collected when:

- we receive any reference about you;
- we receive results of inquiries that we might make with 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 a response from a job advertisement – either written, verbal or email;
- 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 yourself.

How Your Information Will Be Collected - Visiting our Web Site

You can visit our web site and browse without the need to disclose any personal information. If you visit the Candidate/Client Registration Rewards section of the web site and/or register on-line for employment opportunities we do collect some personal information about you, which you volunteer by filling in your details. The information required may include providing basic personal details such as your name, address, phone number and email address etc. You may also submit your resume or a position description. The information gathered at this point is stored in our database for retrieval and use by Alpha Recruitment staff only for the purposes for which it was intended. By submitting your personal information in this way, you acknowledge and accept our Privacy/Collection Statement. We do not disclose any information gathered about your visit to our web site, or personal information that you provide through the Registration process, such as your name, address etc to any other organisation outside Alpha Recruitment, unless required to do so by law.

At times you may forward an email to us via the email link in our web site. The information collected through this email will only be used for the purpose for which you have provided it. Your details will not be added to our database, unless specified by you, nor will we disclose or use your information for any other purpose, than the intended purpose.

Principle 2 – Use And Disclosure:

Use Of Your Personal Information

Your personal and sensitive information may be used in connection with:

- your actual or possible work placement;
- payment for work completed on a contract assignment;
- follow up with you to offer you work or ascertain your availability for work;
- 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;
- ensuring our internal business processes are running smoothly which may include quality assurance audits, quality and services evaluations, fulfilling legal requirements and conducting confidential systems maintenance and testing.

Your Personal And Sensitive Information May Be Disclosed To:

- potential and actual employers and clients of Alpha Recruitment;
- referees;
- other staff members of Alpha Recruitment;
- our insurers;
- a professional association or registration body that has a proper interest in the disclosure of your personal and sensitive information;
- a Workers Compensation body;
- our contractors and suppliers – e.g. our I.T. contractors and database designers;
- any person with a lawful entitlement to obtain the information.

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

Principle 3 – Data Quality:

Alpha Recruitment endeavours to keep candidate and client personal information up to date.

If you do not provide us with the information we seek:

- we may be limited in our ability to locate suitable work for you;
- we may be limited in our ability to place you in work.

Principle 4 – Data Security:

At Alpha Recruitment, candidate and client personal information is stored in hard copy and/or electronically. We take all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification and disclosure. Our internal standards for the protection of Personal Information can include measures such as:

- Your personal information is stored in secured offices, in locked filing cabinets and/or in computerised databases which require a log-in and password to gain access. Access to the database is only available to those who require such access. All staff are bound by a confidentiality agreement regarding company and customer information.
- Visitors to our premises are always accompanied by a member of staff for the duration of the visit.
- We use secure methods to destroy or de-identify personal information as soon as the law permits and provided that the information is no longer needed by us. When you advise us that you are no longer looking for work opportunities and therefore do not wish to be registered with us, we will de-identify your database record and destroy your personal information, unless you advise us otherwise or unless it is a requirement by law such as retained tax/wages information.

Principle 5 – Openness:

Alpha Recruitment manages carefully the personal information we hold in our property. All information is relevant to our business specialisation and would normally include information such as name, address, phone and contact details, family information (if offered on resume), education and qualifications, employment history and referees.

Principle 6 – Access And Correction:

Subject to some exceptions which are set out in the *National Privacy Principles*, you have a right to see and have a copy of personal and sensitive information about you that we hold. If you are able to establish that personal or sensitive information that we hold about you is not accurate, complete and up-to-date, we will take reasonable steps to correct it so that it is accurate, complete and up-to-date. If we are unable to agree that 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.

If you wish to exercise your rights of access and correction you should contact our Policy Officer, whose details are shown in the 'How to Contact us' section. For security reasons you will be required to put your request in writing and provide proof of your identity. This is necessary to ensure that personal information is provided only to the correct individuals and that the privacy of others is not undermined. In some cases we may impose a moderate charge for providing access to personal or sensitive information. We will not charge you simply because you lodge a request for access.

When will Access be denied?

Access will be denied if:

- the request does not relate to the personal information of the person making the request;
- providing access would pose a serious and imminent threat to the life or health of a person;
- providing access would create an unreasonable impact on the privacy of others;
- the request is frivolous and vexatious;
- the request relates to existing or anticipated legal proceedings;
- providing access would prejudice negotiations with the individual making the request;
- access would be unlawful;
- denial of access is authorised or required by law;
- access would prejudice law enforcement activities;
- access discloses a 'commercially sensitive' decision making process or information; or
- any other reason that is provided for in the National Privacy Principles.

If we deny access to information we will provide our reasons for denying access. Where there is a dispute about your right of access to information this will be dealt with in accordance with our Grievance Policy (see below).

Principle 7 – Identifiers:

Identifiers are often numbers assigned by an organisation to an individual to uniquely identify that individual for the purposes of the organisation's operation. At Alpha Recruitment we do not use such identifiers.

Principle 8 – Anonymity:

Alpha Recruitment will allow individuals the option to operate anonymously. This will be at the discretion of the individual.

Principle 9 – Transborder Data Flows:

Alpha Recruitment does not usually send personal information out of Australia. If you need us to send information to another country we will do so with your consent. If we are otherwise required to send information overseas we will take measures to protect your personal information. We will protect your personal information either by ensuring that the country of destination has similar protections in relation to privacy or that we enter into contractual arrangements with the recipient of your personal information that safeguards your privacy.

Principle 10 – Sensitive Information:

Sensitive information is a special category of personal information. It is information or an opinion about you:

- racial or ethnic origin;
- political opinion;
- membership of a political association or religious beliefs, affiliations or philosophical beliefs;
- membership of a professional or trade association or membership of a trade union;
- sexual preferences or practices;
- criminal record;
- health or disability (at any time);
- expressed wishes about the future provision of health services.

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

External Sites

External sites that are linked to or from Alpha Recruitment's web site are not under our control and you are advised to review their Privacy Statement. Users should note there are inherent risks associated with the transmission of information via the Internet and you should therefore make your own assessment of the potential risk to the security of your information.

Grievance Policy

We have a Grievance Policy for dealing with your privacy complaints. The purpose of the policy is to ensure that any person that has a complaint with the way their personal information is collected, used, disclosed, stored and administered may lodge a complaint under the Grievance Policy. All complaints will be treated seriously and dealt with promptly. The Grievance Policy is our way of ensuring your privacy concerns are raised and addressed promptly.

The goal of this policy is to achieve an effective resolution of your complaint within a reasonable timeframe, usually 30 days or as soon as practicable. However, in some cases, particularly if the matter is complex, the resolution may take longer.

For security reasons you will be required to put your request in writing and provide proof of your identity. Once the complaint has been received, we will try to resolve the matter in a number of ways:

1. Request for further information: We may request further information from you. You should be prepared to provide us with as much information as possible, including details of any relevant dates and documentation. This will enable us to investigate the complaint and determine an appropriate solution. All details provided will be kept confidential.
2. Discuss options: We will discuss options for resolution with you and if you have suggestions about how the matter might be resolved you should raise these with our Privacy Officer.
3. Investigation: Where necessary, the complaint will be investigated. We will try to do so within a reasonable time frame. It may be necessary to contact others in order to proceed with the investigation. This may be necessary in order to progress your complaint.
4. Conduct of our employees: If your complaint involves the conduct of our employees we will raise the matter with the employee concerned and seek their comment and input in the resolution of the complaint.
5. The complaint is substantiated: If your complaint is found to be substantiated, you will be informed of this. We will then take appropriate agreed steps to resolve the complaint, address your concerns and prevent the problem from recurring.
6. If the complaint is not substantiated, or cannot be resolved to your satisfaction, but this Policy has been followed, the decision may be referred to an appropriate intermediary. For example, this may mean an appropriately qualified lawyer or an agreed third party, to act as a mediator.
7. At the conclusion of the complaint, if you are still not satisfied with the outcome you are free to take your complaint to the Office of the Federal Privacy Commissioner.

We will keep a record of your complaint and the outcome.

Anonymous Complaints

We are unable to deal with anonymous complaints. This is because we are unable to investigate and follow-up such complaints. However, in the event that an anonymous complaint is received we will note the issues raised and, where appropriate, try and resolve them appropriately.

Private Employment Agents Act 2005 and Private Employment Agents (Code of Conduct) Regulation 2005(the Code). The aforementioned Acts require us to provide the following statement to you.

- Alpha Recruitment is an employment placement service and we do not charge candidates (job applicants) a fee for the purpose of finding that candidate employment.
- We do not engage in any misleading or deceptive conduct including activities such as: advertising a position as being available when we know no such position exists.
- We and our employees have a working knowledge of State and Commonwealth legislation affecting the placement and employment of work seekers.
- We do not knowingly give misleading information to a candidate about the nature of a position.
- We will ensure that all placements are made in accordance with any relevant legislative requirements.

Any job seeker or job applicant who believes that any employment placement service has acted inappropriately or in a false or misleading way may contact the Department of Industrial Relations on (07) 3225 2069.

Changes To Our Privacy Policy

Alpha Recruitment reserves the right to review, and if necessary, change this Policy. If at any time our privacy policy does change, the updated details will always be available on our web site for your perusal. If at any time you have a question or concern regarding Alpha Recruitment and privacy, please contact us at: info@alpharecruitment.com.au

How To Contact Us

If you wish to contact us about your personal or sensitive information, you should contact:

The Privacy Officer
Alpha Recruitment
Unit 2, 35 Township Drive
West Burleigh QLD 4219
Australia