

Employment Services Privacy Disclosure Statement

What your personal information is

Personal information is any information or an opinion (whether true or not) about you. It may range from the very sensitive (e.g. medical history or condition) to the everyday (e.g. address and phone number). It would include the opinions of others about your work performance (whether true or not), your work experience and qualifications, aptitude test results and other information obtained by us in connection with your possible work placements. Personal information includes sensitive information.

What sensitive information is

Sensitive information is a special category of personal information. It includes information or opinion about your:

- membership of a professional or trade association or membership of a trade union;
- criminal record;
- health or disability (at any time);

It includes personal information collected to provide a health service. There are other types of sensitive information; but they are generally less relevant to work and pre-work situations. Sensitive information can, in most cases, only be collected with your consent.

We will only collect information that is necessary for the proper performance of our tasks or functions. We do not collect or use personal or sensitive information for the purposes of unlawful discrimination.

Who will be collecting your personal and sensitive information

Your personal and sensitive information will be collected by the **Complete Personnel Group** for its own use and on behalf of other members of the **Complete Personnel Group** who might require access to your personal and sensitive information in connection with your work placements and employment services.

The members of the **Complete Personnel Group** are **Complete Personnel SA Pty Ltd, ARA Jobs Pty Ltd and Staffeasy Pty Ltd.**

How to contact us

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

Mr Craig Lehmann
Privacy Co-ordinator
Telephone 08 8267 9000
E-mail craig@complete-personnel.com.au
Facsimile 08 8367 0700

during normal office hours which are 8.30 am to 5.00 pm Monday to Friday.

How your information will be collected

Personal and sensitive information will be collected from you when you attend an interview with one of our staff members or directly when you fill out and submit one of our hard copy or on-line registration forms or any other information in connection with your application to register with the Complete Personnel Group.

Some laws such as taxation law, immigration law and laws for the protection of certain classes of people (such as children or the elderly) may require that we collect certain types of information from you

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 test or medical report;
- 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 or employment services activity 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;

- we received feedback from an external service provider engaged to assist you in your employment services (e.g. a training provider or support service)
- you provide us with any additional information about you.

As a contracted service provider to the Commonwealth Government of Australia to provide employment and associated services, we may also collect personal information from Commonwealth Government departments and agencies such as; Department of Employment; Department of Prime Minister and Cabinet; and Centrelink.

Your information will be used.

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

- providing Australian Government employment services to you;
- your actual or possible work placement;
- 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.

Your personal and sensitive information may be disclosed to.

- potential and actual employers and clients of Complete Personnel Group;
- referees;
- any person with a lawful entitlement to obtain the information.
- service providers who we engage to assist in your employment pathway plan;
- our insurers;
- the Department of Employment; Department of Prime Minister and Cabinet (PM&C) Centrelink; Department of Housing, Families, Community Services and Indigenous Affairs (FaCSIA); and Department of Immigration and Citizenship to administer, monitor and evaluate their programmes which we are contracted to provide;
- Complete Personnel Group's quality management system auditors.

We will only release the specific details of your health or disability sensitive information when you give us permission, unless required by law.

If you do not give us the information we seek

If you do not give us the information we seek:

- we may be limited in our ability to provide Australian Government Employment Services to you;
- we may be limited in our ability to place you in work.

You can gain access to your information to correct it if it is wrong

Subject to some exceptions which are set out in the National Privacy Principles (Principle 6 – Access and Correction), you have a right to see and have a copy of personal and sensitive information that we hold concerning.

- 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 Privacy Co-ordinator, whose details are shown above.

We will not charge you simply because you lodge a request for access.