

APP NSP Personnel Privacy Policy

1. Introduction

We manage personal information in accordance with the *Privacy Act 1988* and *Australian Privacy Principles*. This policy applies to information collected by NSP Personnel Pty Ltd

We only collect information that is reasonably necessary for the proper performance of our activities or functions.

We do not collect personal information just because we think it could be useful at some future stage if we have no present need for it.

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

You will also be able to find out about the [information flows](#) associated with that information.

If you have any questions please [contact us](#):-

NSP Personnel Pty Ltd

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1.1.APP Entity

NSP Personnel manages personal information, as an APP Entity, under the [Australian Privacy Principles \(APPs\)](#).

If you wish to know whether this applies to you, please [contact us](#)

1.2. Information Flow

When we collect your personal information:

- We check that it is reasonably necessary for our functions or activities as an On-Hire Firm and Employment Agency.
- we check that it is current, complete and accurate. This will sometimes mean that we have to cross check the information that we collect from you with third parties;
- we record and hold your information in our [Information Record System](#). Some information may be disclosed to [overseas recipients](#)
- we retrieve your information when we need to use or disclose it for our [functions and activities](#). At that time, we check that it is current, complete, accurate and relevant. This will sometimes mean that we have to cross check the information that we collect from you with third parties once again - especially if some time has passed since we last checked.
- subject to some exceptions, we permit you to access your personal information in accordance with APP:12 of the ([APPs](#)).
- we [correct or attach associated statements to](#) your personal information in accordance with APP:13 of the ([APPs](#)).
- we destroy or de-identify your personal information when it is no longer needed for any [purpose](#) for which it may be used or disclosed provided that it is lawful for us to do so. We do not destroy or de-identify information that is contained in a [Commonwealth Record](#).

2. Kinds of information that we collect and hold

Personal information that we collect and hold is information that is reasonably necessary for the proper performance of our [functions and activities](#) as an *On Hire Firm and Employment Agency* and is likely to differ depending on whether you are:

- a [Workseeker](#)
- a [Client](#)
- a [Referee](#)

2.1. For Workseekers

The type of information that we typically collect and hold about Workseekers is information that is necessary to assess amenability to work offers and work availability; suitability for placements; or to manage the performance in work obtained through us and includes:

- 100 Point Identification
- Right to Work in Australia
- Relevant Qualifications related to the type of work you are applying for.
- Medical or Health checks in relation to your employment (Including Drugs & Alcohol)
- Criminal Checks related to the type of work you are applying for or are asked to do whilst you work for us. IE Working with vulnerable groups or in sensitive areas such as Banking and other industries where higher levels of security are required.

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 presentation and delivery of our services and includes:

- Relevant proof of Company information relating to incorporation in Australia etc.
- Safety Checks or Site Safety Assessments.
- Relevant Enterprise Bargaining Agreements.
- Contact details of your personnel that we need to deal with.
- Any insurance's such as Workcover, Public Liability and Professional Indemnity etc.

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 one of our Workseekers for particular jobs or particular types of work and includes:

- Company name, phone numbers etc
- Your position in the company
- Your relationship with the person we are reference checking. IE Personal or Professional or both.
- Your opinions on the abilities and attitudes of the person we are reference checking including timekeeping, work ability and ethic, attitude to other employees etc.
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3. Purposes

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

- a [Workseeker](#)
- a [Client](#)
- a [Referee](#)

The following sections are also relevant to our use and disclosure of your personal information:

- [Our Policy on Direct Marketing](#)
- [Overseas Disclosures](#)

3.1. For Workseekers

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

- work placement operations;
- recruitment functions;
- statistical purposes and statutory compliance requirements;

3.2. For Clients

Personal information that we collect, hold, use and disclose about Clients is typically used for:

- client and business relationship management;
- recruitment functions;
- marketing services to you;
- statistical purposes and statutory compliance requirements;

3.3. For Referees

Personal information that we collect, hold, use and disclose about Referees is typically used for:

- to confirm identity and authority to provide references;
- Workseeker suitability assessment;
- recruitment functions;

3.4. Our Policy on Direct Marketing

Include a statement of how personal information will specifically be used for marketing purposes, covering:

- No personal information is used for Direct Marketing
- We do not obtain lists from third parties for the purposes of Direct Marketing
- No personal information flows to third parties for the purposes of Direct Marketing

4. How your personal information is collected

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

- a [Workseeker](#)
- a [Client](#)
- a [Referee](#)

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 reasonably expect us to collect your personal information in this way.

Sometimes the technology that is used to support communications between us will provide personal information to us - see the section in this policy on [Electronic Transactions](#).

See also the section on [Photos & Images](#).

4.1. For Workseekers

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

Personal information is also collected when:

- You apply online for a position advertised on Job boards
- You return our online Application Pack and associated attachments
- We contact referees to gain more details on your previous employment

We may also collect personal information about you from a range of publicly available sources including newspapers, journals, directories, the Internet and social media sites. 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](#) and our Privacy Policy.

4.2. For Clients

Personal information about you may be collected:

- when you provide it to us for business or business related social [purposes](#);

We may also collect personal information about you from a range of publicly available sources including newspapers, journals, directories, the Internet and social media sites. 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](#) and our Privacy Policy.

4.3. For Referees

Personal information about you may be collected when you provide it to us:

- in the course of our checking Workseeker references with you and when we are checking information that we obtain from you about Workseekers;

We may also collect personal information about you from a range of publicly available sources including newspapers, journals, directories, the Internet and social media sites. 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](#) and our Privacy Policy.

4.4. Photos & Images

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.

- We have video surveillance equipment at our premises that is only related to the security and safety of our staff, visitors and the premises themselves. Our recorded data is kept for 7 days and is then automatically recorded over. The data is only viewed in the case of a breach of security or safety.

4.5. Electronic Transactions

Sometimes, we collect personal information that individuals choose to give us via online forms or by email, for example when individuals:

- ask to be on an email list such as a job notification list;
- register as a site user to access facilities on our site such as a job notification board;
- make a written online enquiry or email us through our website;
- submit a resume by email or through our website;
- Supply information to us for Criminal Checks or Probity Checks.

It is important that you understand that there are risks associated with use of the Internet and you should take all appropriate steps to protect your personal information. It might help you to look at the OAIC's resource on [Internet Communications and other Technologies](#)

You can [contact us](#) by land line telephone or post if you have concerns about making contact via the Internet.

- We do not use Social Networks to collect information on you unless you give us permission to.
- We do not resume harvest or job match over and above information we already hold from your application.
- You can see our Internet and Electronic Media Policy [here](#)
- Cookies are not stored on our computers
- We use propriety anti-Web Bug software to protect against Viruses and Phising etc
- We do not use Cloud Computing Services
- Photographs are not uploaded to any sites
- Emails are used for business purposes only. See our [Electronic Media Policy Here](#)
- WE do not use call or message logs.
- Teleconferences and Video conferences are not recorded.
- We use Fasttrack CRM Software as our Client and Worker Database. All Data is stored on-site.
- Data is not accessible by mobile

5. How your personal information is held

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.

We take a [range of measures](#) to protect your personal information from:

- misuse, interference and loss; and
- unauthorised access, modification or disclosure.

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5.1. Our Information Record System

- Information relating to your privacy is stored on our on-site server using Fasttrack CRM Software and directories on our servers. No information is stored off-site. We use dedicated ip addresses and secure Routers so information is secure and is inaccessible as we realistically can make it.
- We do not use ANY Cloud Storage.

5.2. Information Security

- All staff are trained on our CRM system Fasttrack.
- Once information is entered into our system. All paper copies are destroyed.
- All staff have access to your information as our staff members have multiple roles in the company.
- We do not have “Just in Time” Polices, our Quality Assurance requires us to have all relevant information so we can palce you or contact you at any time.
- Our CRM Fasttrack Software is password protected and each staff member has their own unique traceable password.
- No data is stored on laptops or mobiles phones. Back up data is stored on passwork protected portable drives using propriety
- Inforantion is kept for the required legal time then culled.
- All paper information is shredded then disposed of and electronic copy id permamnently deleted

6. Disclosures

We may disclose your personal information for any of the [purposes](#) for which it is primarily held or for a lawful [related purpose](#).

We may disclose your personal information where we are under a legal duty to do so.

Disclosure will usually be:

- internally and to our related entities
- to our Clients
- to Referees for suitability and screening purposes.

6.1. Related Purpose Disclosures

We outsource a number of services to contracted service suppliers (CSPs) from time to time. Our CSPs may see some of your personal information. Typically our CSPs would include:

- Software solutions providers;
- I.T. contractors and database designers and Internet service suppliers;
- Legal and other professional advisors;
- Insurance brokers, loss assessors and underwriters;
- Superannuation fund managers;
- Background checking and screening agents;

We take reasonable steps to ensure that terms of service with our CSPs recognise that we are bound by obligations to protect the privacy of your personal information and that they will not do anything that would cause us to breach those obligations.

7. Access & Correction

Subject to some exceptions set out in privacy law, you can gain access to your personal information that we hold.

Important exceptions include:

- evaluative opinion material obtained confidentially in the course of our performing reference checks; and access that would impact on the privacy rights of other people. In many cases evaluative material contained in references that we obtain will be collected under obligations of confidentiality that the person who gave us that information is entitled to expect will be observed. We do refuse access if it would breach confidentiality.

For more information about access to your information see our [Access Policy](#).

For more information about applying to correct your information see our [Correction Policy](#).

7.1. Access Policy

If you wish to obtain access to your personal information you should contact our Privacy Co-ordinator. You will need to be in a position to verify your identity.

- We do not impose charges for lawful disclosure of your information
- We will respond to your access claim within 7 working days
- If we refuse access you are entitled to further pursue your claim for lawful disclosure

7.2. Correction Policy

If you find that personal information that we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, you can ask us to correct it by [contacting](#) us.

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.

If we have disclosed personal information about you that is inaccurate, out of date, incomplete, irrelevant or misleading, you can ask us to notify the third parties to whom we made the disclosure and we will take such steps (if any) as are reasonable in the circumstances to give that notification unless it is impracticable or unlawful to do so.

- We will respond to your correction request within 7 working days
- If we refuse access you are entitled to further pursue your claim for lawful correction.

Complaints

You have a right to complain about our handling of your personal information if you believe that we have interfered with your privacy.

For more information see our [Complaints Procedure](#)

7.3.Complaints procedure

If you are making a complaint about our handling of your personal information, it should first be made to us in writing.

You can make complaints about our handling of your personal information to our Privacy Co-ordinator, whose contact details are Graham Greenwell privacy@nsppersonnel.com.au

You can also make complaints to the [Office of the Australian Information Commissioner](#)

Complaints may also be made to [RCSA](#), the industry association of which we are a member.

RCSA administers a Code of Conduct for the professional and ethical conduct of its members.

The RCSA Code is supported by rules for the resolution of disputes involving members.

NOTE: The Association Code and Dispute Resolution Rules do NOT constitute a recognised external dispute resolution scheme for the purposes of the APPs; but are primarily designed to regulate the good conduct of the Associations members.

When we receive your complaint:

- We will take steps to confirm the authenticity of the complaint and the contact details provided to us to ensure that we are responding to you or to a person whom you have authorised to receive information about your complaint;
- Upon confirmation we will write to you to acknowledge receipt and to confirm that we are handling your complaint in accordance with our policy.
- We may ask for clarification of certain aspects of the complaint and for further detail;
- We will consider the complaint and may make inquiries of people who can assist us to established what has happened and why;
- We will require a reasonable time (usually 30 days) to respond;
- If the complaint can be resolved by procedures for [access and correction](#) we will suggest these to you as possible solutions;
- If we believe that your complaint may be capable of some other solution we will suggest that solution to you, on a confidential and without prejudice basis in our response;

If the complaint cannot be resolved by means that we propose in our response, we will suggest that you take your complaint to any recognised external dispute resolution scheme to which we belong or to the [Office of the Australian Information Commissioner](#)