



PO31

Privacy Policy

In this policy the terms:

- “Skill Hire” refers to Skill Hire Pty Ltd (we, us).
- “Privacy Act” refers to the Privacy Act 1988 (Cth).

Policy Objective

Skill Hire is committed to protecting your personal information and complying with the Australian Privacy Principles contained in Schedule 1 of the Privacy Act. We aim to maintain a safe and secure system of collecting, using, storing and managing your personal information, including:

- Gaining consent for collecting and disclosing sensitive information where applicable; and
- Providing a simple means of requesting access to, and correction of, your personal information.

1. Commitment

At Skill Hire, we are committed to ensuring our workplaces are free of discrimination, harassment and bullying with equity in employment for all people employed or seeking employment. We are committed to ensuring our workplaces are inclusive of people of all backgrounds including those who identify as Aboriginal or Torres Strait Islander. We are also committed to ensuring our workplace is inclusive for people that have disabilities, medical conditions including mental health. This commitment is based on the need to ensure that our company complies with State and Federal Equal Opportunity laws and to ensure that every person is given a fair and equitable chance to compete for appointment, promotion or transfer and to pursue their career as effectively as others.

2. Scope

This privacy policy details how Skill Hire collects, uses, stores and manages personal information relating to prospective candidates, jobseekers, employees, clients, contractors and visitors to our website.

3. What is Personal Information?

Personal information is defined under the Privacy Act and includes any information or opinion, **regardless of its source, which identifies an individual, or from which an individual’s identity can be ascertained**, whether the information is:

- Factual or not; and
- Recorded in material form or not.

Personal information includes, but is not limited to:

- Personal details (including name, address, telephone number or email address);

- Bank account details;
- Training assessment results; and
- Drivers licence number.

4. What is Sensitive Information?

In certain circumstances, we may collect personal information about you which is sensitive. Sensitive information is a special category of personal information under the Privacy Act which can include, but is not limited to:

- Race or ethnic origin;
- Health information; or
- Criminal record.

Sensitive information will only be collected, used and disclosed with your consent, unless otherwise permitted by law.

5. Collection of Personal Information

Skill Hire will only collect information about you that can be shown to be directly relevant to our functions and activities, including the provision of services and meeting our duty of care responsibilities.

Skill Hire will collect personal information directly from you when you:

- Apply for a job with us;
- Apply for a job which we are handling on behalf of a client.
- Apply for or receive a service from us, including job placement under jobactive or transition to work funding, or RTO training; or
- Visit our website.

Types of personal information we usually collect include your name, address, email address, and telephone number.

When you apply for a job or a service with us, we will collect more specific information such as qualifications, skills and competency information, next of kin and work experience. We will seek your written consent or that of your family/carer prior to collecting information from a third party source.

If you do not provide us with the information requested, we may be limited in our ability to deal with your application or provide you with a service.

6. Use and Disclosure of Personal Information

We will only use your personal information for the purposes for which we collected it. These purposes include:

- Considering any application you make to us; or
- Providing you with services or information requested by you.

We may use your personal information to send you promotional information about our services or third parties which we think you may find interesting, if you indicate to us that you wish this to happen.

If at any time you do not wish to receive further marketing information, you have the option to ask us not to send you any further information regarding our services or third parties. You may do this by contacting us via HR Manager at 08 9376 2800 or at hr@skillhire.com.au. We may disclose **your personal information to third parties on an 'as needs' basis, including related companies and agents or contractors who supply services to us, or where required by law.** These organisations may include credit providers, information technology services or government and statutory authorities.

Where appropriate or required by law, we will seek your written consent (using an Authority to Release Information form) or that of your family/carer prior to releasing information to a third party.

7. Website Analytics

A cookie is a small text file that our website may place on your computer as a tool to remember your preferences.

Skill Hire uses traffic log cookies to identify which pages are being used on our website. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information anonymously and in aggregate, for statistical analysis purposes.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. This may prevent you from taking full advantage of our website.

Our website may contain links to other websites. Please be aware that we are not responsible for the privacy practices of other websites. We advise you to exercise caution and refer to the privacy policy of the website in question.

8. Security of Personal Information

Skill Hire is committed to ensuring that your personal information is secure. We maintain strict procedures and standards and take all reasonable care to prevent unauthorised access to, and modification and disclosure of, your personal information. We will take all reasonable steps to protect your personal information from misuse and loss.

We have in place appropriate physical, electronic and managerial procedures to safeguard and secure your personal information. In particular, we:

- Securely store personal information in a keyed locked cabinet and ensure personal information is not left on view to anyone.
- Ensure computers are password protected and backed up fortnightly.
- Ensure only company staff who need access to your information will be granted access.
- Safely archive client records and ultimately destroy or permanently de-identify the information if it is no longer needed for any purpose, subject to obligations for us to retain information as required by law.
- Advise you and your family of their right to view the information that is collected in respect of the client.
- Promptly investigate, remedy and document any client grievances concerning security of personal information.

9. Access to and Correction of Personal Information

Skill Hire takes all reasonable steps to ensure that information we collect and hold about you is correct and current. However, the accuracy of this information depends largely on the information you provide to us.

You have the right to access your information, subject to some exceptions. If you would like to access your personal information, or request the information be corrected or amended, please contact us by post, telephone or email:

- HR Manager, 3/271 Berkshire Road, Forrestfield WA 6058 or on 08 9376 2800 or at hr@skillhire.com.au.

10. Privacy Contact

If you have any questions or concerns regarding this policy, or your rights under this policy, please contact:

- HR Manager, 3/271 Berkshire Road, Forrestfield WA 6058 or on 08 9376 2800 or at hr@skillhire.com.au.

11. Policy Review

This policy will be reviewed each year and as a standing item, include details of the date it was reviewed.

11.1 Policy Additions or Amendments

Separate to the mandated annual review, the policy may be varied at any time due to legislative changes or to fall in line with widely accepted best practices in the workplace. In the event of any changes, the policy will be updated and relevant stakeholders advised.

12. Related Documents

- PO11 Information Technology Security Policy
- JA-PR025 Communication Procedure

A handwritten signature in black ink, appearing to read 'Richard Kiel'.

Richard Kiel
General Manager