

# Privacy

## 1. Aim

The Privacy policy is intended to ensure the privacy of personal information collected, maintained and used by TechWriter Placements and Services (TechWriter). It also ensures compliance with the National Privacy Principles and associated legislative requirements.

## 2. Scope

This policy applies to all personal information collected, stored, used and disclosed by TechWriter in the course of business.

## 3. Policy statement

TechWriter is committed to safeguarding the privacy of personal information collected from candidates, employees and clients.

We only ask for, and record, personal information that will help us to place candidates in the jobs best suited to them. We only pass on personal information with the consent of the candidate, or the referee. Personal information provided by clients will be treated in the same way.

When the information is no longer of use to us, or if the individual requests it, we will destroy it in a manner that protects the privacy of the individual.

Personal information held by us is available for review by the individual in accordance with the provisions of the Privacy Act.

The following statement (also available on our website) explains how we manage personal information related to candidates in accordance with the Privacy laws.

### What is personal information?

Personal information is any information or an opinion about you. It may range from sensitive (e.g. medical history or condition) to everyday (e.g. address and phone number). It includes work performance information, your work experience and qualifications, aptitude test results and other information obtained by us in connection with your possible work placements.

We only want you to give us personal information that is relevant to the job you are applying for, or that you want us to use in finding you a future job. If you provide such information we understand you want us to use it for this purpose.

### How to contact us

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

Privacy Officer

Phone- 02 9955 5768

E-mail- info@techwriter.com.au

Fax - 02 9955 6336

### **How your information is collected**

Personal information is collected directly from you when: you send us your resume;, you fill out and submit one of our forms; we interview you; and when we collect information relating to our payment and payroll processes.

Personal information is also collected when we receive:

- any reference or performance assessment about you
- the results of any competency or medical test
- any information about a workplace accident in which you are involved
- any information about any insurance investigation, litigation, registration or professional disciplinary matter, criminal matter, inquest or inquiry in which you are involved
- a letter of offer related to permanent placement
- any additional information you provide us about yourself.

In some circumstances, we may also collect sensitive information about you such as: information about your membership of a professional or trade association or trade union; your health (including any disability); your racial or ethnic origin; or any criminal record that you may have. Where we collect this type of information from a third party we will obtain your consent.

### **Purposes for information collection**

TechWriter collects your personal information to assist us in providing you with contract or permanent employment. Your personal information may be used in connection with:

- your actual or possible work placement
- your payment for work performed
- your performance appraisals
- our assessment of your ongoing performance and prospects
- our maintaining contact following permanent placement
- 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, inquiry or emergency in which you are involved
- any insurance claim or proposal that requires disclosure of your personal information.

We will not use your personal information for any other purpose without first seeking your consent, unless authorised or required by law.

### **Who we disclose your personal information to?**

Before disclosing your personal information to the following people we will obtain your expressed consent:

- potential and actual employers
- referees
- a professional association or registration body that has a proper interest in the disclosure of your personal information.

During the course of business your details may be disclosed to the following additional people:

- our bank and insurers
- our IT contractors and suppliers - e.g. our computer consultants and database designers
- any person with a lawful entitlement to obtain the information.

#### **What happens if you do not give us the information we seek**

If you do not provide us with the information we seek we may be limited in our ability to find you employment.

#### **Security of your personal information**

Your personal information may be stored in hardcopy or electronically. We have security procedures in place to protect your personal information. We try to protect data transmitted to us over the Internet but, because such transmissions cannot be guaranteed to be 100% secure, we do not warrant the security of personal information transmitted in this way. However we will make every effort to make it secure on our own systems.

#### **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 information about you that we hold.

If you are able to establish that personal information that we hold about you is not accurate, complete and up-to-date, we will take reasonable steps to correct it. If we are unable to agree on changes, you may ask us to place a statement by you with the information that claims that particular information is not accurate, complete or up-to-date.

If you wish to exercise your rights of access and correction you should contact the Privacy Officer whose details are shown above. In some cases we may impose a moderate charge for providing access to personal information. We will not charge you simply because you lodge a request for access.

#### **Keeping your personal information up-to-date**

If your personal information changes please contact us and we will endeavour to update and correct the information. We may also contact you from time-to-time to check the information is still correct.