

# Privacy Policy

## Protecting Your Privacy

STATUS is committed to protecting the privacy of your personal information. This policy sets out the way we handle your personal information including the use and disclosure of your personal information, as well as your right to access your personal information.

This policy only applies to our databases and files and does not cover any Commonwealth State or Territory Government database or file. You are advised to contact the relevant government agency for a copy of their privacy policy.

In relation to our clients receiving services from STATUS that have been contracted from the Commonwealth Government, STATUS is bound by the conditions of its contracts with the Commonwealth as well as the Information Privacy Principles in addition to the National Privacy Principles.

In relation to our clients receiving services from STATUS that have been contracted from the South Australian Government, STATUS is bound by the conditions of its contracts with the State Government in addition to the National Privacy Principles.

## Your Personal Information

In order to provide you employment and related services, we may need to collect personal information such as name, address, work history, qualifications, career details or other information generally contained in a resume.

Employment and related services includes the following:

- Marketing job seekers to employers;
- Assisting to identify employment options;
- Providing job search skills training;
- Identifying training options;
- Providing vocational training and work placements;
- Providing Language, Literacy and Numeracy training and ;
- Providing Traineeship and Apprenticeship services.

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## Collection

Where practicable, STATUS will endeavour to collect personal information directly from you. We will need to collect personal information from you such as:

- Your name;
- Your address;
- Your telephone number;
- Your qualifications;
- Your current and previous education and employment history;
- Your employment preferences;
- Gender;
- Date of Birth;
- Country of Birth;
- Interests and hobbies;
- Career plans;
- Results of aptitude and other tests;
- Referees;
- Your ability to speak another language other than English;
- Health issues;
- Wage details and ;
- If you are an Aboriginal or Torres Strait Islander.

in order to provide you with employment and associated services.

When, or as soon as practicable after, STATUS collects your personal information, we will take reasonable steps to ensure that you are made aware of:

- STATUS' identity and how you can contact us;
- your rights with regard to accessing your personal information;
- the purpose for which your personal information was collected;
- to whom we usually disclose your personal information;
- any law that requires us to collect particular personal information and ;
- the main consequences, if any, for you if you do not provide all or part of the information we require.

STATUS will only collect personal information by fair and lawful means and not in an unreasonably intrusive manner.

As a contracted service provider to the Commonwealth and State Governments of Australia to provide employment and associated services, we may also collect personal information from other Commonwealth and State Government Departments and Agencies such as:

- The Department of Education, Employment and Workplace Relations (DEEWR);
- Centrelink and ;
- The Department of Further Education, Employment, Science and Technology (DFEEST).

To provide you with employment and associated services we also collect information from third parties such as:

- Your previous employers;
- Referees (nominated by you);
- SA Police (as authorised by you);
- Medical Practitioner (as authorised by you);
- Contract Trainers;
- Educational and Training Institutions;
- Workplace Employers and ;
- Current Employers.

## Sensitive Information

STATUS will not collect information revealing your racial or ethnical origin, political opinions, religious or philosophical beliefs, trade-union membership, or details of health, disability or sexual activity or orientation unless:

- your consent has been obtained;
- the collection is required or specifically authorised by law;
- the collection is necessary to prevent or lessen a serious and imminent threat to the life or health of any individual, where the subject of the information is physically or legally incapable of giving consent and ;
- the collection is necessary for the establishment, exercise or defence of a legal claim.

What happens if you choose not to provide the information? You are not obliged to give us your personal information. However, if you choose not to provide STATUS with your personal details, as detailed under "collection", we may not be able to provide you with the full range of our training and employment services.

## Use and Disclosure

We will use our best efforts to ensure that the information you provide to us remains private and is used only for the purposes you agree to.

STATUS will not reveal, disclose, sell, distribute, rent, license, share or pass your personal information on to a Third Party, other than those that are required to receive your personal information in order to assist us to provide training and employment services. We will advise the Third Party of the requirements of The Privacy Amendment (Private Sector) Act 2000.

STATUS does not use or disclose your personal information for the purposes of direct marketing unrelated products or services.

In order to provide you with employment and associated services, we may need to disclose your personal information to Third Parties such as:

- State and Commonwealth Government Departments and Agencies to whom we are contracted;
- Centrelink;
- Employers;
- Referees (people that you have nominated to provide a reference check for you);
- Other Organisations that we may refer you to for services (eg other Training and Employment Agencies) and ;
- all other reasonable parties that will assist us to place you in appropriate employment.

Further, we may use and disclose your personal information to provide you with employment and associated services specified to you at the point of collection or for another purpose if:

- you would reasonably expect us to disclose it for that purpose that purpose is related to the purpose specified to you at the time of collection;
- STATUS reasonably believes that the use is necessary to lessen or prevent a serious and imminent threat to an individual's life or health;
- STATUS has reason to suspect that unlawful activity has been, or is being engaged in, and uses the information as part of its investigation, or in reporting its concerns to the relevant authority;
- the use and disclosure is specifically authorised by law and ;
- the use and disclosure is reasonably necessary for the enforcement of the criminal law, a law imposing a pecuniary penalty, or for the protection of the public revenue.

## **Data Quality**

STATUS will take reasonable steps to ensure that your personal information is accurate, complete and up-to-date. You are encouraged to help us keep your personal information accurate, complete and up-to-date by contacting your consultant or this Organisation and informing us of any changes to your details.

## **Data Security**

At STATUS we are committed to protecting the privacy of your personal information. We take reasonable steps to protect your personal information from misuse, loss and from unauthorised access, modification or disclosure. We ensure this by having such security measures as:

- Lockable storage systems;
- Individual password access to systems and databases and ;
- Secure filing cabinets.

We will also take reasonable steps to destroy or permanently de-identify personal information if it is no longer required for any purpose. Files are archived in accordance with requirements with our various Government contracts.

## **Access and Collection**

You will be provided with the opportunity to access the personal information we have on record and, where appropriate, you may be able to correct that information if you think that it is incorrect.

There may be some cases where we are unable to provide you access to your personal information, however our Privacy Officer, Mr David George, will explain the reasons why this access was denied.

At all times the conduct under this Policy will be governed by the following principles:

- All requests for access will be treated seriously;
- All requests will be dealt with promptly;
- All requests will be dealt with in a confidential manner and ;
- Your request to access your personal information will not effect your existing obligations or effect the commercial arrangements between you and STATUS.

STATUS will provide access by allowing you to inspect, take notes of or receive copies or print outs of the personal information that STATUS holds about you. You can make your request in writing by contacting:

Mr David George Privacy Officer STATUS Employment Services PO Box 75 Oaklands Park SA 5046

To obtain access you will have to 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.

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## 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 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 and ;
- access discloses a 'commercially sensitive' decision making process or information any other reason that is provided for in the National Privacy Principles (NPPs) set out under the Privacy Act.

Where possible, STATUS will favour providing access. It may do so by providing access to the appropriate parts of the record or by using an appropriate 'intermediary'.

Where there is a dispute about the right or forms of access these will be dealt with in accordance with the STATUS Complaints Procedure.

We will take all reasonable steps to provide access within 30 days of your request. In cases where the request is not complicated or does not require access to a large volume of information, we will provide information within 14 days.

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## **Privacy Complaints: How we handle privacy complaints (for individual clients)**

STATUS sees the importance of privacy to the Organisation, its clients and other stakeholders. As such STATUS is committed to protecting the privacy of the personal information that we hold. This is part of our Organisation's:

- Legal obligations under the Privacy Act 1988;
- Ethical and business obligations and ;
- Service to you.

STATUS places high priority on dealing effectively with any complaints about privacy issues that you may have. At all times the conduct under this policy will be governed by the following principles:

- All complaints will be treated seriously;
- All complaints will be dealt with promptly;
- All complaints will be dealt with in a confidential manner and ;
- The privacy complaint will not affect your existing obligations or the commercial arrangements that exist between this Organisation and you.

Who may complain under this policy? If you have provided us with personal information you have a right to make a complaint, have it investigated and dealt with under this policy.

What is a privacy complaint? A privacy complaint relates to any concern or dispute that you have with our privacy practices as it relates to your personal information. This could include matters such as:

- How personal information is collected;
- How personal information is stored;
- How this information is used or disclosed and ;
- How access is provided.

What to do if you have a complaint about privacy practices STATUS resolves grievances at the local level if possible. If you have a complaint about privacy please contact our Privacy Officer, Mr David George - 8377 0101.

All complaints will be logged on a database/complaints register. You may complain orally or in writing. Usually your contact with the Organisation will be to the Privacy Officer to discuss or resolve your complaint, however, if your privacy complaint is not resolved the matter will then be referred to the Managing Director.

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## Complaints Procedure

The goal of this policy is to achieve an effective resolution of your complaint as soon as practicable. Once the complaint has been made, the Privacy Officer can then resolve the matter in a number of ways:

1. Request further information and investigation: The Privacy Officer may request further information from you. You should be prepared to give as many details as possible including details of any relevant dates and documentation. This will enable the contact to investigate the complaint and determine an appropriate and useful solution. All details provided will be kept confidential. The complaint may be investigated. The Organisation will try to do so as soon as possible. It may be necessary to contact others in order to proceed with the investigation. This may be necessary in order to progress your complaint.
2. Discuss options: We will discuss options for resolution and if you have suggestions about how the matter might be resolved you should discuss these with the Privacy Officer. The Privacy Officer could also suggest other solutions or give examples of how the personal information can be revised or stored in a different way.
3. Refer to the Managing Director: If your complaint is not resolved at the local level, it will be referred to the Managing Director. The Managing Director would be provided with the history and may discuss the complaint with the employees, or other parties that are involved.
4. Resolution: You will be informed of the outcome and the reasons for the decision. If this does not resolve the complaint, the matter will be referred to a mutually agreed intermediary.
5. If after the above steps have been followed you are still dissatisfied with the outcome you may refer the complaint to the Federal Office of the Privacy Commissioner.

## Records

The Organisation will keep a record of your complaint and the outcome.

## Anonymous complaints

STATUS is unable to deal with anonymous complaints as we are unable to investigate properly and follow-up such complaints. However, in the event that an anonymous complaint is received STATUS will note the issues raised and try and resolve them appropriately. For example, STATUS may wish to conduct further training or provide assistance in a given area.

## Information

For any further information about this policy please contact the Privacy Officer, Mr David George - 8377 0101.

## Identifiers

STATUS will not adopt as its own identifier, an identifier that has been assigned by a government agency. Where practicable STATUS will not use or disclose an identifier assigned to an individual by a government agency.

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## **Anonymity**

Whenever it is lawful or practicable, you will have the option of not identifying yourself when dealing with STATUS. Due to the nature of the services being provided to you this will be in very limited cases.

### The Internet and Your Privacy

STATUS uses the World Wide Web in order to assist you in providing employment and associated services. The following statement outlines how in the context of our web site your information is protected and recorded. By using the site you consent to the uses and disclosures outlined previously in this privacy policy.

## **Security**

STATUS will take all reasonable steps to protect your security when using the site but you should be aware that no transmission of information to and from a website is ever totally secure.

Whilst we will strive to ensure the personal information transmitted to or from our website is secure and protected from unauthorised access, we cannot fully guarantee the security of your information. Transmission is at your own risk.

It is important to remember that if you are using a computer in a public place, such as the Jobs Information Centres or training rooms, you must remember to log-off, otherwise others may be able to access your personal information.

STATUS website uses cookies. Cookies are pieces of information that a website can transfer to an individual's computer for record keeping. Cookies can make using our website easier by storing your individual preferences. This will enable you to take full advantage of the services that [www.status.net.au](http://www.status.net.au) offers. The use of cookies is widely used and you'll find most major websites use them. You can configure your hard-drive to not accept cookies, however you may lose some functionality.

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