

---

## EMPLOYMENT SERVICES HOLDINGS PTY LIMITED - GROUP PRIVACY POLICY

### 1. Introduction

IPA Personnel Pty Ltd, IPC Employment Pty Ltd, Employment Services Group Pty Ltd are all related entities of Employment Services Holdings Pty Limited ("ESH").

ESH manages personal information in accordance with the Commonwealth Privacy Act 1988 and its 2014 amendments ("the Privacy Act") and also the Australian Privacy Principles (APPs). This policy applies to information collected by ESH.

ESH only collects information that is reasonably necessary for the proper performance of activities or functions.

ESH collects personal information for a current need.

ESH may decline to collect unsolicited personal information from or about you and will take all reasonable steps to remove it from our systems.

If you have any questions please contact us at [privacy@eshgroup.com.au](mailto:privacy@eshgroup.com.au)

#### 1.1. APP Entity

ESH manages personal information, as an APP Entity, under the Australian Privacy Principles (APPs). However as a contracted service provider to a range of government agencies, we must sometimes collect and manage personal information in accordance with their privacy arrangements.

If you wish to know whether this applies to you, please contact us at [privacy@eshgroup.com.au](mailto:privacy@eshgroup.com.au)

#### 1.2. Information Flow

When ESH collects your personal information:

- we check that it is reasonably necessary for the functions or activities of ESH
- 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 internal electronic databases. We may also hold your information in hardcopy
- 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 particularly 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. Information that has been collected by us as an agent of the government is retained, destroyed or de-identified in accordance with the government process and your privacy rights.

#### 1.3. Your Privacy Rights

The kind of information that we collect and hold, the purpose for which it is collected, and the method of collection will differ depending on whether you are:

- A candidate for employment
- A jobseeker referred to us by Centrelink or the Commonwealth Government

- 
- An individual working for a Client or Stakeholder
  - A referee

## 2. Candidates for Employment (“Candidates”)

### 2.1. Kinds of information that we collect and hold

The type of information that we typically collect and hold about a candidate for employment is information that is necessary to make appropriate work offers, assess work availability, suitability for placements, or to manage the performance in work obtained through us and includes:

- personal information provided in CVs/Resumes, cover letters and other job application documents
- personal information gained from references
- sensitive information regarding health/disability and/or criminal record to determine suitability for employment where this is a reasonable requirement
- personal information to enable ESH to effectively manage the safety of the person and employees of ESH

Candidates should be aware that, should they become employees of ESH, that information about them will form part of their employment record and is not subject to this policy or the *Privacy Act*.

### 2.2. Purposes

Information that we collect, hold, use and disclose about a candidate for employment is typically used for:

- work placement operations
- recruitment functions
- statistical purposes and statutory compliance requirements
- management of Work Health and Safety

### 2.3. How your personal information is collected

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

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.

Personal information is also collected when:

- we interview referees about your employment history and abilities
- you are required to complete pre-employment medicals, drug tests, criminal history checks or working with children checks as a prerequisite to being offered employment in a particular position
- during any interviews conducted by us or a Client seeking to employ you

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 this Privacy Policy.

---

## 2.4. What happens to your personal information

If your application for employment is unsuccessful and you do not wish to remain on our database, your personal information will be destroyed once the successful candidate has completed their qualifying period.

## 3. Jobseekers referred to us by Centrelink or the Commonwealth Government

### 3.1. Kinds of information that we collect and hold

The type of information that we typically collect and hold about jobseekers is information that is necessary to satisfy contractual requirements, assess suitability for employment, eligibility for certain services, and information provided to us when a jobseeker is referred to us by Centrelink, and includes:

- personal information regarding a person's eligibility for certain welfare payments. It can also include sensitive information such as information about medical conditions
- personal information we are mandated to collect and retain to meet compliance requirements set by the Commonwealth Government
- personal information regarding a person's employment history and skills, for the purpose of marketing them to potential employers
- personal information to enable ESH to effectively manage the safety of the person and employees of ESH

Jobseekers should be aware that the handling and storage of their personal information is also governed by a Deed of Service between ESH and the Commonwealth Department of Employment, and that certain personal information regarding them may also form a *Commonwealth Record* for the purposes of the Privacy Act.

### 3.2. Purposes

Information that we collect, hold, use and disclose about Job Services Australia jobseekers is typically used for:

- confirmation or documentary evidence that Commonwealth Government compliance requirements have been met
- determining appropriate employment, training and other job services requirements
- statistical purposes and statutory compliance requirements
- management of work health and safety

### 3.3. How your personal information is collected

Personal information will be provided to us by the Commonwealth Government when you are referred to us by Centrelink. Personal information may be collected from you during:

- appointments or other contact with you as part of servicing arrangements
- employment, training or other job services activities you participate in
- other activities as required by our Deed of Service with the Commonwealth Government

We will only collect information from you or third parties (other than the Commonwealth Government) with your express consent. We are provided with or collect personal and/or sensitive information from the Commonwealth Government when you are referred to us for the provision of Job or Employment Services, or at other times where required by law.

---

We will not collect information about you from other sources without your express written permission.

### **3.4. What happens to your personal information**

Once your case has been concluded, your personal information will be deleted from our employee's email and any other ESH Group IT system. Your hard copy file will be deleted after 6 years.

## **4. Individuals working for ESH Clients or Stakeholders (collectively "Clients")**

### **4.1. Kinds of information that we collect and hold**

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:

- trade reference checks
- information around the operational details of a company that may not be publicly available.
- certain processes and forms used for candidate selection and induction
- contact details of various staff members within the client's organisation
- information regarding safety systems, including details of persons involved in incidents

### **4.2. Purposes**

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 clients
- statistical purposes and statutory compliance requirements
- management of Work Health and Safety

### **4.3. How your personal information is collected**

Personal information about you may be collected:

- when you provide it to us for business related 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 this Privacy Policy.

## **5. For Referees**

### **5.1. Kinds of information that we collect and hold**

The type of information that we typically collect and hold about Referees is information that is necessary to help us to make determinations about the suitability of our candidates for employment for particular jobs or particular types of work and includes:

- personal details of referees for the purposes of retrieving reference information, such as contact information, position title, relationship to the candidate etc.
- information about a referee's own employment history

---

## 5.2. Purpose of the personal information

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

- confirmation of the identity of the Referee and the Referee's authority to provide a reference
- the assessment of the suitability of the recruitment/labour hire candidate
- other recruitment functions

## 5.3. How your personal information is collected

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

- in the course of our checking a candidate for employment references with you and when we are checking information that we obtain from you about the candidate for 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. This information is only used to verify the information you provide about yourself or a candidate. 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 this Privacy Policy.

## 6. Our Policy on Direct Marketing

Personal information about jobseekers and referees is never used for direct marketing purposes.

Other personal information collected about Candidates for employment and Clients may be used for direct marketing regarding potential employment opportunities.

## 7. Photos & Images

ESH will from time to time require copies of photo identification for verification purposes.

Please be aware that a number of our sites employ video surveillance technology for the safety of staff and visitors on site.

## 8. 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

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 Office of the Australian Information Commissioner (OAIC) resource on [Internet Communications and other Technologies](#)

You can contact us by telephone or post if you have concerns about making contact via the Internet.

## 9. 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. Our information record system includes both electronic and physical records.

Jobseeker records have certain requirements for storage and destruction set out in our contracts with the Commonwealth Government.

We take a range of measures to protect your personal information from:

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

Jobseekers should be aware that some of their information is held on a Commonwealth Government database. This database is not directly controlled by ESH, although, your records on this database are able to be amended or updated by certain ESH staff.

## **10. 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

Where your personal information has been provided to us as part of your participation in or employment through Commonwealth Government activities, we will often require your written authorisation to disclose information to external parties, other than as required by law.

### **10.1. Related Purpose Disclosures**

We outsource a number of services to Contracted Service Providers (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, 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.

### **10.2. Cross-Border Disclosures**

ESH may store personal information on servers located outside of Australia for certain records relating to potential candidates and clients. These records are encrypted and password-protected and only able to be accessed by ESH staff based in Australia.

---

## 11. 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 refuse access if it would breach confidentiality.

### 11.1. Access Policy

If you wish to obtain access to your personal information you should contact the ESH office you most regularly deal with. You will need to be in a position to verify your identity. Access requests will then be passed on to the relevant privacy officer. You can contact the ESH Privacy Officer at [privacy@eshgroup.com.au](mailto:privacy@eshgroup.com.au)

We will inform you in writing if we refuse to provide you with access to your personal information due to a lawful exception to your right to access, and of the reason for that refusal. If you do not agree with our decision to refuse you access to your personal information in this circumstance, you are entitled to make a complaint as outlined in Section 12 (below).

If you are a jobseeker requesting access to your personal information, please contact our Customer Service Line on 1300 137 157 to discuss your request as there may be additional Commonwealth Government requirements.

### 11.2. 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.

Please note that where your personal information forms part of a Commonwealth record, you may need to contact the relevant Commonwealth authority to request a correction.

If you believe that we have not acted appropriately regarding a request to correct your personal information, you are entitled to make a complaint as outlined below.

---

## 12. Complaints

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

### 12.1. 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 Officer, who can be contacted at [privacy@eshgroup.com.au](mailto:privacy@eshgroup.com.au).

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

Complaints from Candidates who have come to us for employment opportunities, Clients or Referees may also be made to the Recruitment and Consulting Services Association ("the [RCSA](#)"), the industry association of which we are a member.

The 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 Association's 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 establish what has happened and why
- we will respond within a reasonable time (usually 30 days)
- 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 escalate your complaint to the Chief Operating Officer of the business you are dealing with and we will recommend 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](#).