

# PRIVACY POLICY



## INTRODUCTION

KORR Group's management of personal information is in accordance with the *Privacy Act 1988* and *Australian Privacy Principles*. This policy applies to information collected by KORR Group.

We will only collect information that is reasonably necessary for the proper performance of its activities or functions. We will not collect personal information where there is no present need for it but may be a future need.

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

By following the links in this document, you will be able to find out how we manage your personal information as an APP Entity under the Australian Privacy Principles (APPs).

If you have any questions, please contact us.

## APP entity

KORR Group manages personal information, as an APP Entity, under the Australian Privacy Principles (APPs).

## Information flow

When we collect your personal information:

- We check that it is reasonably necessary for our functions or activities as an 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 and some information may be disclosed to overseas recipients
- 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 if it is lawful for us to do so. We do not destroy or de-identify information that is contained in a Commonwealth Record.



## 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 employment agency and is likely to differ depending on whether you are:

- a job seeker
- a client
- a referee.

### For job seekers

The type of information that we typically collect and hold about job seekers 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:

- Resumes and CVs
- Cover letters
- Training records
- Referee reports
- Address and contact details.

### 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:

- Address and contact details
- Workplace requirements.

### 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 job seekers for jobs or types of work and includes:

- Name, contact number, relationship to job seeker
- Comments and recommendations in relation to the job seeker's past workplace performance.



## PURPOSES

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

- a job seeker
- a client
- a referee.

### For job seekers

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

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

### 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.

### 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
- job seeker suitability assessment
- recruitment functions.

### Our policy on direct marketing

As an employment agency, KORR Group will share select personal information for marketing purposes, with the express permission of the individual(s) concerned:

- Personal details of a Job Seeker will be shared to a third-party organisation or individual for the purpose of determining their suitability for an employment opportunity
- Any information shared will be selective and not more than is required to determine suitability for a select role.



## 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 job seeker
- 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 without it having been required or requested.

### For job seekers

Personal information will be collected from you directly when you apply for positions.

Personal information is also collected when:

- You register your details with us to indicate you are interested in being considered for future employment opportunities.

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.

### 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.

# PRIVACY POLICY



## For referees

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

- in the course of our checking Job Seeker references with you and when we are checking information that we obtain from you about job seekers.

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.

## Photos and 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 enough in the circumstances.

Surveillance systems are utilised in some aspects of our client's facilities. In some jurisdictions disclosure is mandated. We will ensure that the disclosure meets workplace surveillance disclosure requirements in a way that does not compromise security, where a purpose of the deployment of the technology is to provide security for staff and visitors.

## 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 or their user profile
- 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 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.



## Social networks and web searches

It is important that you understand we use social and professional networking sites such as Twitter, LinkedIn and Facebook to perform everyday business. These sites are available to the general public and any information that you may choose to post on these sites is not covered under this privacy policy. These sites have their own privacy statements and policies that can be found on each site.

Therefore, it is recommended that you do not post any sensitive and or personal information on these sites. We will not post sensitive or personal information about candidates or clients on these sites.

Candidate information collected via publicly available records and or internet searches that reflect the candidate in a negative manner may be discussed with the candidate in the interest of fairness if relevant to recruitment outcome.

It is important that you understand the 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.

## 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.

## Our information record system

Our digital Information records are stored on a private server that is not accessible to the general public. Individual logins are given only to those personnel who require access to candidate and client information to perform the duties of their role and in accordance with this policy.

- Hardcopies of candidate information are only made if relevant to the Marketing and recruitment process. Each candidate is informed prior to these materials being printed.
- Any printed materials received from a candidate are kept in a locked filing cabinet on site and not made available to anyone outside the organisation without prior consent from the candidate.



## 6. DISCLOSURES

We may disclose your personal information for any of the purposes [See above: Purposes] for which it is primarily held or for a lawful related purpose [See below: Related Purpose Disclosures].

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.

### Related purpose disclosures

We outsource several 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 AND 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.

# PRIVACY POLICY



For more information about access to your information see our Access Policy [See below: Access Policy].

For more information about applying to correct your information see our Correction Policy [See below: Correction Policy].

## Access policy

If you wish to obtain access to your personal information you should contact our General Manager. You will need to be able to verify your identity.

## 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[See above: Purposes] 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.

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

## 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 General Manager, Craig Scott, [cscott@korr.com.au](mailto:cscott@korr.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 establish 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 [See above: Access & 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.