

This Privacy Policy sets out how ACRWORLD Pty Ltd. (ACRWORLD) will manage your personal information.

We're committed to ensuring that when handling your personal information, including how your personal information is captured, collected, used, disclosed and stored, we do so in accordance with the Australian Privacy Principles under the *Privacy Act 1988* (Cth).

We may decline to collect unsolicited personal information from individuals. In that case, we won't hold onto that information.

1. Job seekers

1.1 What is 'Personal Information', and what kinds of Personal Information do we collect?

Personal information is any information or opinion about an identified individual or an individual who can be reasonably identified from the information or opinion. Information or an opinion may be personal information regardless of whether it is true.

During the provision of our services, we may collect your personal information. The kinds of personal information we collect include:

- Contact and identification details (e.g., name, address, email address and phone number) so we can get in touch if we need to.
- Information about your education and work history, qualifications and skills so we can match you to roles.
- Other's opinions about your work performance (whether true or not). We will only speak to referees you refer us to and with your consent.
- Information that confirms you have the right to work within Australia. This information might include details, copies (including images and photos) or presentation of the originals of a visa, passport, birth or citizenship certificate, or other relevant documents.
- Sensitive information (e.g., information about your health or vaccination status, medical history or specific condition, criminal record, professional memberships). We will only collect this with your consent.
- Results of any tests you take as part of our or our clients' processes.
- Any personal information about training programs you undertake.
- Your tax file number and relevant bank and superannuation information so we can pay you and make superannuation contributions, and ensure we pay all the taxes we need to pay.
- Your driver's licence number and relevant information about your driving history or infringements, and any other licences and certificates that you might need for a role.
- Additional information that is relevant to us providing our services.

1.2 How do we collect your Personal Information?

We will collect personal information when you complete an application form, submit your resume, attend an interview, or otherwise provide us with personal information in person or via telephone, email or other means, whether at our request or your initiative.

Personal information may also be collected from a source other than you when:

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- You apply for a role or submit your resume through our website or a third-party website, application or service.
- We undertake reference checks or receive references or performance feedback (whether negative or positive). We only conduct reference checks with your consent.
- We receive results of any medical tests or criminal history checks (you have to consent to these).
- We receive results from any other online process or testing, including but not limited to assessments, induction courses and background checks carried out on our behalf or a client's behalf.
- We check or assess your eligibility to work within Australia.
- We receive any complaint from or about you regarding a client's workplace.
- We collect information about a workplace accident that involves you or your workplace injury.
- We receive any information about any insurance investigation, litigation, registration or professional disciplinary matter, criminal matter, inquest or inquiry that concerns you.

We might collect your personal information from other sources such as an information services provider, your employer or ex-employer or a publicly maintained record, including public records via social media platforms like LinkedIn and Facebook.

We only collect your personal information from other sources if it's unreasonable or impracticable to collect your personal information from you.

1.3 Why do we need your Personal Information?

We collect, hold, use and disclose your personal information to provide you with recruitment services or other services through a Site.

We handle and disclose your personal information to facilitate or in connection with:

- An offer of employment or engagement with our client.
- Your actual or potential work placements with our clients.
- Undertaking performance appraisals for your work placements with our clients.
- Any tests, assessments or checks (including medical tests and assessments and criminal record checks) that you undergo to assess your suitability for a potential work placement with our client.
- Identifying, assessing or facilitating your training needs.
- Any necessary workplace rehabilitation during, or for, a current or future work placement with our client per applicable legislation
- A complaint, investigation or inquiry that concerns you.
- Any insurance claim linked to your current or previous work placements with our client.

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We may also collect, hold, use or disclose your personal information for:

- Administrative and business management purposes.
- Marketing purposes and to identify and inform you of products, services and training courses that may be of interest to you.
- Our internal recruitment processes.
- Any other legal requirement.

Where your personal information is used or disclosed, we take steps reasonable to ensure it's relevant to the purpose of using or disclosing it.

You are under no obligation to provide your personal information to us. However, we may not be able to offer services to you without certain information from you or where you provide inaccurate or incomplete information.

1.4 Who receives your Personal Information from us?

We disclose your personal information to provide recruitment services or as otherwise set out in this privacy policy.

The recipient could be:

- Our clients, who may be your potential or actual employer or a host employer.
- Your referees.
- Our other staff and other associated entities.
- Other organisations to recommend and facilitate courses or programs for you to upgrade your skills.
- Our insurers.
- A professional association or registration body if it's relevant to our services or otherwise with your consent.
- A workers compensation body per applicable legislation.
- Our contractors and suppliers, and professional advisors.
- Any other entity, with your consent, or to whom disclosure is required or authorised by law.
- Any other third parties engaged to perform administrative or other services.

This disclosure is always on a confidential basis or as required by law.

1.5 Use of Artificial Intelligence

To help us make better recruitment decisions, we may use automated systems or tools that involve artificial intelligence, such as algorithms or machine learning (including those provided by third parties) to help us quickly, efficiently and more accurately analyse data we have about you and other candidates, as well as data we hold on our clients' needs.

This can include applying tools that use algorithms (such as filtering tools or machine learning) to your personal data in order to help us make the recruitment process much more efficient for you.

2. Clients

2.1 How your information is collected and used

If you're our client, we collect information that is reasonably necessary for us to provide the best recruitment solutions for you and your business needs.

The main types of information we collect about our clients include:

- Your contact details.
- Details of your job title/description and organisational needs.
- Records of our interaction with you and your confidential feedback about a candidate.

We collect information about you when:

- We meet you or communicate with you.
- You provide your opinion or confidential feedback about a candidate.

We collect, hold, use and disclose your personal information to provide you with recruitment services.

This includes disclosing information and feedback you provide to us to a candidate we have submitted to you regarding their application or interview with you.

3. Referees

We may disclose personal information and opinions you provide to us as part of a reference check to our client (**potential employer**). Where you have agreed to be contacted by a potential employer, we will also need to disclose your information to the potential employer.

The type of information that we typically collect and hold about referees is information about a candidate's suitability for particular jobs or particular types of work. It might include:

- Information about you and your preferred contact details.
- Your opinions regarding the candidate's character and work performance or work environment.
- Facts or evidence supporting those opinions, sometimes involving your knowledge and experience of having worked with the candidate.

4. Site Users

We may collect certain information when you visit our websites, mobile sites, applications and social media pages (**Sites**). For example, our servers receive and record information about your computer, device and browser, including potentially your IP address, browser type, and other software or hardware information.

If you subscribe to a Site, fill in an online registration form or email us via the email link on a Site, we may collect your name, contact details and other personal information to enable us to provide information per your preferences.

If you use a mobile or another device to access Sites, we may collect a unique device identifier assigned to that device, location data, or other transactional information from that device.

Any cookies we use are to remember your Site preferences. They may be used to collect and store information such as pages you have visited, content you have viewed, search queries you have run and viewed advertisements on the Site and other websites you have visited.

You can always disable the use of cookies by changing your browser's security settings. However, this may affect your access to certain features, content or personalisation available through the Sites.

5. Overseas disclosure

We may disclose your personal information to recipients who are located outside Australia.

We may store our data with a trusted service provider who is in the business of providing data storage and processing services. Examples are those who store and process our client and candidate details.

These services commonly involve diverse geographic locations that change over time, including data protection and processing efficiency.

Some of those companies we may disclose personal information to may be located in countries including the United States of America, member countries of the European Union, Canada, New Zealand, Singapore, Hong Kong, India, China and countries within the Asia Pacific region.

6. Direct Marketing

We may use and disclose your personal information to inform you of products and services via email, SMS, mail or other forms of communication, per the Spam Act and the Privacy Act.

If you do not wish to receive such notifications, you can opt out by contacting us via the contact details set out below or through the provided opt-out mechanism.

7. Security of your Personal Information

We understand the importance of your privacy and take all reasonable steps to protect the personal information we hold against misuse, interference and loss and from unauthorised access, modification or disclosure. We hold personal information in hard copy and electronic forms in secure databases on secure premises, accessible only by authorised staff.

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The Internet is not always a secure method of transmitting information. Accordingly, while we seek to protect your personal information by implementing digital security systems in various parts of our Sites, we cannot accept responsibility for the security of information you send or receive from us over the Internet or for any unauthorised access or use of that information.

Our website may contain links to websites operated by third parties. Those links are provided for convenience and may not remain current or be maintained. We're not responsible for the privacy practices of, or any content on, those linked websites and have no control over or rights in those linked websites. The privacy policies and settings that apply to those other websites may differ substantially from our privacy policy, so we encourage individuals to read them before using those websites.

8. Accessing and correcting your Personal Information we hold

We take reasonable steps to ensure the personal information we hold is accurate, up-to-date, complete, relevant and not misleading. If you would like to access or correct your personal information, or you would like more information on our approach to privacy, please contact us via the contact details set out below.

We may be unable to provide access to personal information if access would impact the privacy rights of others. A good example is where a referee provides an opinion confidentially. We will grant access to the extent required or authorised by the law and take reasonable steps to correct personal information if necessary and appropriate.

To obtain access to your personal information:

- You will have to provide proof of identity to ensure we only provide personal information to the correct individuals and that the privacy of others is protected.
- We request that you be reasonably specific about the information you require.
- We may charge you a reasonable administration fee, which reflects our cost to provide you with access.

We will endeavour to respond to your request to access or correct your personal information within 30 days.

If we refuse your request to access or correct your personal information, we will provide you with written reasons for the refusal and details of complaint mechanisms. We will also take reasonable steps to provide you with access in a manner that meets your needs and our needs.

9. Privacy complaints

Please direct all privacy complaints to us via the contact details below.

At all times, privacy complaints:

- Will be treated seriously.
- Will be dealt with promptly.
- Will be dealt with confidentially.

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- Will not affect your existing obligations or change the commercial arrangements between you and us.

We will commence an investigation into your complaint and inform you of the outcome once we complete the investigation.

If you're dissatisfied with the outcome of your complaint, you may refer the complaint to the Office of the Australian Information Commissioner.

10. How to contact us

If you have any questions, comments, requests or concerns, please contact us at:

ACRWORLD
13/6-10 O'Connell Street, Sydney, NSW, 2000
02 8079 0900