

Job Applicant Privacy Statement

Your privacy is important to us.

This statement outlines the TORGAS policy on how we collect personal information and how we maintain, use, store and disclose the personal information we hold and reflects our commitment to you. It applies to the TORGAS' Recruitment process, including registrations on our website.

It is the policy of TORGAS to respect the confidentiality of information and the privacy of individuals. TORGAS are bound by the *Privacy amendment (Enhancing privacy protection) Act 2012* and, in particular the *Australian Privacy Principles* under the Act.

Any information we hold will be governed by the most current version of the TORGAS privacy policy which is available on our website.

Types of personal information held by TORGAS and when and how it is collected

Personal information includes information regarding your contact details, work experience, qualifications, aptitude test results, opinions about your work performance (eg. references), incidents at the workplace, and other information obtained or received by us in connection with your possible and actual work placements.

Sensitive information

As outlined in the Privacy Act, sensitive information can, in most cases, only be disclosed with your consent.

Collection

We may collect personal or sensitive information about you when:

- You complete one of our application forms, register on line for work, or provide any other information in connection with your application
- We receive any reference about you
- We receive results of inquiries that we might make of your former employers, work colleagues, professional associations or registration body
- We receive the results of any competency or medical test or any background check, including criminal record checks
- You provide us with any additional information about you

General information collected from visitors to our website

We gather information about our website users collectively, such as what areas users visit more frequently and what services users access the most. We only use such data anonymously and in the

aggregate. This information helps us determine what is most beneficial for our users, and how we can continually create a better overall website experience for you.

Your personal information collected on the TORGAS website

In some instances we may need specific information about you, such as name, address, email address, telephone number etc. We will collect this information if you apply for a job. We may also ask you for other information such as the types of jobs you are interested in in order to provide you with the best possible service.

Purposes and use for which we collect personal information

Your personal and sensitive information may be used in connection with:

- Your actual or possible work placement
- Career guidance or management
- Any test or assessment (including medical tests and assessments) that you might be required to undergo
- Informing you of possible work opportunities,
- Undertaking criminal reference checks and other background checks, for positions in involving significant financial risk and otherwise as permitted by law

If you do not give us the information we seek:

- We may be limited in our ability to locate suitable work for you
- We may be limited in our ability to place you in work

Disclosures

We may disclose your personal information for the purposes for which it is primarily held or for a related secondary purpose and in some cases we may only disclose information with your consent. Your personal and sensitive information may be disclosed to:

- Potential and actual employers, clients of TORGAS
- TORGAS employees and potential employers regarding possible work placements or to assist us in providing our services to you
- Referees
- Any person with a lawful entitlement to obtain the information

We do not disclose information about your individual visits to the TORGAS website.

Management of personal information

At TORGAS, we train our staff to respect the confidentiality of customer information and the privacy of individuals. TORGAS regard breaches of your privacy very seriously and any breach will result in

disciplinary action being taken, dependent upon severity. TORGAS ensure that management of personal information is in accordance with this policy and the relevant Privacy Principles.

How do we store and protect personal information?

Safeguarding the privacy of your information is important to us, whether you interact with us personally, by phone, mail, over the internet or other electronic medium. We hold personal information in a combination of secure computer storage facilities and paper-based files and other records, and take such steps as are reasonable in the circumstances to protect the personal information we hold from misuse, interference and loss, unauthorised access, modification or disclosure. We may need to maintain records for a significant period of time. However, when we consider information is no longer needed, we will remove any details that will identify you or we will securely destroy the records.

How do we keep personal information accurate and up to date?

TORGAS takes such steps as are reasonable in the circumstances to ensure that the personal information it holds and discloses is accurate, up to date, complete, relevant and not misleading. We recognise that information changes frequently with changes of address and other personal circumstances. We generally update your customer information over the telephone. Please advise recruitment when your personal details change.

If you have registered with TORGAS via our website, you are able to review and edit your personal information at any time by logging into your account. You can delete your personal information or withdraw your application by contacting our office. If you do choose to withdraw your application for work with TORGAS, TORGAS may retain personal information for a period of three months. Your application for work can be reactivated if you make a request to us either by telephone or email.

Enquiries & complaints

You can make enquiries, requests to access/delete or correct your information, or complain about alleged breaches of the Australian Privacy Principles to our Quality Manager:

Contact:

TORGAS Head Office
ph: 07 4759 0000
439 Bayswater Road
GARbutt QLD 4814