

**McCormack Employment Services Pty Limited**  
**ACN 074 008 138**

**PRIVACY POLICY**

1. Introduction

We manage personal information in accordance with the *Privacy Act 1988* and *Australian Privacy Principles*. This policy applies to information collected by McCormack Employment Services Pty Limited. We only collect information that is reasonably necessary for the proper performance of our activities or functions. We do not collect personal information just because we think it could be useful at some future stage if we have no present need for it.

We may decline to collect unsolicited personal information from or about you and take steps to purge it from our systems. If you have any questions please contact us either by phone - 2 92126800 or email [kent@mccormackemployment.com.au](mailto:kent@mccormackemployment.com.au).

1.1. APP Entity

McCormack Employment Services manages personal information, as an APP Entity, under the [Australian Privacy Principles \(APPs\)](#).

When we collect your personal information:

- we check that it is reasonably necessary for our functions or activities as an employment agency and On-hire firm;
- 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. Some information may be disclosed to overseas recipients;
- 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 once again - especially 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. We do not destroy or de-identify information that is contained in a Commonwealth Record.

2. 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 a employment agency and On-hire firm, and is likely to differ depending on whether you are:

- a Work seeker;
- a Client;
- a Referee.

## 2.1. For Work seekers

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

- Contact details including address, email, mobile phone
- Drivers Licence, Visa, Passport (for purposes of identification)
- Educational qualifications (for purposes of verification)
- Employment history including reasons for leaving, explanation of employment gaps
- Previous employer contact details for the purposes of carrying our employment references
- Skills assessment results (where applicable to the work being sought)
- Personality profiles, psychometric assessment results (where applicable)
- Bank account, TFN, DOB (temporary/on-hire employment only)

## 2.2. 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:

- Contact details including office location, employee position titles, emails and direct phone lines
- If applicable to the hiring relationship, information around policies and procedures, organisation charts & reporting lines, limits of authority, Enterprise Agreements (if in place and required as part of the service delivery), Human Resources charter, cultural characteristics including specific nuances and requirements regarding talent acquisition

## 2.3. 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 Work seekers for particular jobs or particular types of work and includes:

- Referee name, job title, reporting chain, email & phone contacts, period of time in authority
- Completed reference reports

## 3. Purposes

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

- a Work seeker
- a Client
- a Referee

### 3.1. For Work seekers

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

1. work placement operations;
2. recruitment functions;
3. statistical purposes and statutory compliance requirements;

### 3.2. For Clients

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

1. client and business relationship management;
2. recruitment functions;
3. marketing services to you;
4. statistical purposes and statutory compliance requirements;

### 3.3. For Referees

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

1. to confirm identity and authority to provide references;
2. Work seeker suitability assessment;
3. recruitment functions;

### 3.4. Our Policy on Direct Marketing

Personal information may be used for marketing purposes, covering:

1. directly or by a third party
2. potential client lists may be obtained from third parties for marketing purposes
3. work seeker personal information will not be used in direct marketing without the express written permission of that person
4. individuals have the direct option as to whether or not they wish to receive marketing communications

## 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 Work 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.

### 4.1. For Work seekers

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

Personal information is also collected when:

1. Completing pay details in electronic timesheet portal on website (temporary employment only)
2. Carrying our employment reference checks, police checks or any other verification processes as agreed by work seeker
3. During the interview process

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.

### 4.2. For Clients

Personal information about you may be collected:

1. 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.

### 4.3. For Referees

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

2. in the course of our checking Work seeker references with you and when we are checking information that we obtain from you about Work 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.

#### 4.4. Photos, Images & Videos

When we meet with you for purposes of registration for employment opportunities we will request that you supply a form of photo identification such as a passport or current drivers licence which we will capture via scanning. This information will be kept securely attached to our database platform which attests to providing the highest level of security and data integrity that can be found globally (Bullhorn ATS/CRM Cloud Platform).

On other occasions video interviews may be requested and should you agree to undertake this process, your information will be held securely on our third party supplier platform (SparkHire Cloud Platform).

All photo ID and videos will be deleted when you advise us that you no longer seek employment assistance through our agency.

#### 4.5. Electronic Transactions

Sometimes, we collect personal information that individuals choose to give us via online forms or by email, for example when individuals:

1. ask to be on an email list such as a job notification list;
2. register as a site user to access facilities on our site such as a job notification board, timesheet portal;
3. make a written online enquiry or email us through our website;
4. 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. We take such steps as are reasonable in the circumstances to implement practices, procedures and systems relating to the McCormack Employment Services functions or activities that:

(a) will ensure that we comply with the Australian Privacy Principles in relation to the handling, storage and privacy of all information across our electronic platforms including social media networks and web searches, browsing, cloud computing services, databases, emails and call and message logs; and

(b) will enable us to deal with inquiries or complaints from individuals about our compliance with the Australian Privacy Principles.

### 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:

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

#### 5.1. Our Information Record System

Our Information Record System is a combination of Cloud based storage and on-site network based storage as follows:

1. information is stored in electronic format - including on portable electronic devices;
2. Cloud storage.

## 5.2. Information Security

Our Information Security System includes cooperation between our suppliers (Bullhorn, Astute Payroll & Halkin IT) ensuring we are constantly kept up-to-date with their security protocols in combination with regularly tested and checked internal security system protocols including;

1. Staff training
2. "Clean desk" procedures
3. Just-in-time collection policies (Electronic Payroll System – no bank data collected until person is actually confirmed into an assignment)
4. Password protection protocols (regular changes, appropriate strength of passwords chosen & secure storage of these)
5. Policies on laptop, mobile phone and portable storage device security;
6. Policy on timely culling & method of culling

## 6. 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.

### 6.1. Related Purpose Disclosures

We outsource a number of services to contracted service suppliers (CSPs) from time to time. Our CSPs may see some of your personal information. Typically our CSPs would include:

1. Software solutions providers;
2. I.T. contractors and database designers and Internet service suppliers;
3. Legal and other professional advisors;
4. Insurance brokers, loss assessors and underwriters;
5. Superannuation fund managers;
6. 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.

### 6.2. Cross-Border Disclosures

Some of your personal information is likely to be disclosed to overseas recipients. We cannot guarantee that any recipient of your personal information will protect it to the standard to which it ought to be protected. The costs and difficulties of enforcement of privacy rights in foreign jurisdictions and the impracticability of attempting to enforce such rights in some jurisdictions will mean that in some instances, we will need to seek your consent to disclosure.

## 7. 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:

1. evaluative opinion material obtained confidentially in the course of our performing reference checks; and
2. 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.

### 7.1. Access Policy

If you wish to obtain access to your personal information you should contact our Privacy Co-ordinator. You will need to be in a position to verify your identity. In some cases we impose a moderate charge for providing access to personal or sensitive information. We will not charge you simply because you lodge a request for access. A notice period of 30 days will be required between your notification in writing to us and our provision of the information requested should it be deemed appropriate.

### 7.2. 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.

### 7.3. 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 Co-ordinator, whose contact details are Kent McCormack, Director (Phone – 2 92126800, email – [kent@mccormackemployment.com.au](mailto:kent@mccormackemployment.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:

1. 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;
2. Upon confirmation we will write to you to acknowledge receipt and to confirm that we are handling your complaint in accordance with our policy.
3. We may ask for clarification of certain aspects of the complaint and for further detail;
4. We will consider the complaint and may make enquiries of people who can assist us to established what has happened and why;
5. We will require a reasonable time (30 days) to respond;
6. If the complaint can be resolved by procedures for access and correction we will suggest these to you as possible solutions;
7. 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](#).