

IT Matters Privacy Policy

A Member of the Recruitment Industry Privacy Code

Subject to the approval of the Federal Privacy Commissioner

Introduction

IT Matters will be a member of the Recruitment Industry Privacy Code by virtue of its membership of the Information Technology Contract & Recruitment Association (ITCRA).

The Recruitment Industry Privacy Code applies to the collection, use, security and disclosure of personal information in the practice of recruitment. The practice of recruitment involves the placement of candidates and contractors in positions of employment with clients and the management of contractors.

On request, a copy of the Recruitment Industry Privacy Code and any relevant explanatory material will be made available to you. To obtain a copy, download one from ITCRA's web site www.itcra.com or contact our head office on: (02) 9293 1700.

Privacy compliance

The organisational arrangements for privacy compliance is that our Privacy Officer reports to the Managing Director.

The type of personal information we collect and hold

The personal information we collect is personal information related to the practice of recruitment including:

- the personal information of candidates and contractors collected in the course of the recruitment and management process including information collected and recorded from the practice of reference checking
- all personal information that is normally required to be transferred between an employee and an employer in the context of an employment relationship, including but not limited to tax file number, banking details and information that might be relevant to a workers compensation claim.

We only seek to collect sensitive information when it is necessary for a client assignment. In such cases, we would only do so with the consent of the candidate or contractor, or if required by law or if necessary in connection with a legal or equitable claim.

Our purposes for collecting personal information

We collect the personal information of candidates or contractors to provide clients with:

- a comprehensive understanding of their skills and experience
- an independent verification of their skills and experience
- an assessment of their suitability for a position we are seeking to fill on the client's behalf.

Our purposes for holding personal information

We generally hold personal information of candidates or contractors for the following purposes:

- the production of an assessment for a client for a position we are seeking to fill on their behalf
- an assessment of suitability for a position that may become available in the future
- industry research and analysis.

How we collect personal information

We obtain most of the personal information we collect about candidates or contractors from them directly. Normally, when they apply for a position we are seeking to fill on behalf of a client, they will provide to us a resume of their skills and experience.

We may also seek personal information from the referees they provide or from other persons who are known to them.

Sometimes, we may ask to collect particular personal information about a candidate or contractor from third parties other than referees. Unless we have already done so, when or before we collect such information, we will take reasonable steps to inform you of:

- the purposes for which the information is collected
- where applicable, any law requiring the information to be collected
- the main consequences if all or part of the information is not provided.

Generally, we will only collect sensitive information about a candidate or contractor, such as information relating to their health, racial or ethnic origin, religious beliefs and membership of unions or professional associations, with their prior consent. These exceptions are detailed further in the Act.

How we hold personal information

Generally, we hold the personal information of a candidate or contractor in a combination of computer storage facilities and paper-based files and other records.

These facilities and records are located at:

Level 3, 50 Pitt St, Sydney, NSW 2000

Through physical and technological security measures, combined with its employment policy, IT Matters endeavours to provide thorough protection for all personal information it holds, from unauthorised access, modification, or disclosure.

How we use and disclose personal information

Obtaining your consent to disclose

Sometimes we will ask candidates and contractors to consent to a disclosure or use of their personal information to clients. We may do so in writing, over the phone, or on our website. At other times, where they have indicated to us that they wish to be considered for positions generally or within certain parameters, their consent will be taken as given.

We may use or disclose personal information without consent where:

- it is for a reasonably expected purpose related to the purposes for collecting the information in accordance with this Privacy Policy
- we reasonably believe it is necessary to assist an enforcement body to perform its functions
- we suspect that an unlawful activity has been, is being, or may be engaged in and the personal information is a necessary part of our investigation or reporting of the matter
- we reasonably believe it is necessary to prevent a threat to life, health or safety
- we are authorised or required by law to do so (e.g. where the information is required by bodies regulating us or in response to subpoenas or warrants)
- we have contracted an external organisation to provide support services and that organisation has agreed to conform to our privacy standards.

Disclosing your personal information to others

We do not disclose the personal information of candidates or contractors to others, except where it is:

- to a company related to us
- to organisations which provide services (such as psychometric testing) to us
- with the consent of the candidate or contractor or such consent may be presumed (as defined above)
- necessary to do so in order to advance the interests of a candidate with a client
- required by law.

How to obtain access and make corrections to personal information

A candidate or contractor who requests access to the personal information we hold about them can gain by it making an application for access in writing to our Managing Director.

If the granting of access results in the identification of information that is not accurate, complete or up to date, generally, we will make corrections to the information.

We will respond to the request as quickly as possible, but not more than 14 days after the request has been received.

The Privacy Amendment [Private Sector] Act 2000 provides that a company may require the applicant to meet the reasonable costs of providing this access. IT Matters does not charge for this service at this stage.

How to make a complaint

If you have a complaint about how we are handling your personal information, you should direct that complaint to our Managing Director. We will respond to you as quickly as possible but not more than 28 days after the complaint has been received.

If you're not satisfied with the response or outcome of that enquiry, you should raise the complaint and our response to it with the Office of the Federal Privacy Commissioner. The Office is located at GPO Box 5218, Sydney, NSW, 2001 (Telephone Number 1300 363 992).

The Federal Privacy Commissioner, who is also the Code Adjudicator, is responsible for accepting, investigating and making a decision on a complaint under the Recruitment Industry Privacy Code.

iProfile

IT Matters is an iProfile Compatible Organisation;

IT Matters also collects candidate's personal information for the purpose of creating an iProfile for the candidate;

The candidate's personal information may be disclosed to SkillsMarket for the purpose of creating an iProfile;

The candidate's personal information contained in the iProfile may be shared with other Recruitment Agencies that the candidate has previously provided his/her CV to; and

The candidate consents to the use and disclosure of its personal information in this manner.