

PRIVACY POLICY

TWFS Australia Pty Ltd (T/As Turn2 Work Force Solutions) is committed to providing you with the highest levels of professional service. This includes the protection of your personal information in respect of privacy.

Our Privacy Policy sets out how we collect, hold, use and disclose your personal information. By visiting our website, requesting our services, applying for a job with us or otherwise providing us with your personal information, you consent to your personal information being collected, held, used and disclosed as set out in this Privacy Policy.

This Privacy Policy applies to all individuals who provide us with their personal information. TWFS is bound by the Australian Privacy Act 1988 (Cth) which sets out a number of principles concerning the privacy of individuals.

What personal information do we collect?

We collect personal information that is necessary for us to provide you with the services you request.

Such personal information usually includes:

- your name,
- date of birth,
- address,
- email
- telephone numbers
- marital status
- nationality

In addition to your personal information, we may collect the following the following information for recruitment &/or outplacement purposes:

- qualifications, certificates & other training records
- your previous work history,
- performance appraisals,
- information about incidents in the workplace,
- health information,
- personal history,
- opinions from referees & past employers
- information in relation to absences from work due to leave, illness or other causes
- your future aspirations

This collective data is intended solely to assist in our assessment of your profile as a prospective candidate for training and job placement.

How do we collect personal information?

Where possible, we collect your personal information directly from you, for example

- in person,
- over the telephone,
- by email,
- when you complete one of our online or hard copy forms,
- attend a group session at one of our information sessions.
- from your resume

In some situations we will also obtain your personal information from third parties such as;

- our clients,
- your referees,
- educational institutions such as RTO's & Tafe's,
- government departments & agencies such as JSA's or unions,

- current and former employers.

We may also automatically collect certain information when you visit our website, some of which may personally identify you. Such information includes the type of browser you are using, the type of operating system you are using, your IP address and how you use our website.

If you choose not to provide us with your personal information we may not be able to provide you with the services or assistance you require, including arranging interviews & meetings, inviting you to attend information sessions or referring you for training &/or possible job opportunities.

If you provide us with personal information about another individual, before doing so you:

- must tell that individual that you will be providing their personal information to us and that we will handle their personal information in accordance with this Privacy Policy;
- must provide that individual with a copy of (or refer them to) this Privacy Policy; and
- warrant that you have that individual's consent to provide their personal information to us.

Why do we collect personal information and how do we use it?

We collect your personal information and use it for the purpose for which it was provided to us, other related purposes (and, in the case of sensitive information, directly related purposes) or as permitted or required by law. Such purposes include:

- providing our clients and/or you with our services;
- facilitating outplacement services and recruitment opportunities, including assessing your application for employment with prospective employers and verifying your information;
- providing you with further information about training & job opportunities or other services you requested;
- conducting surveys of job applicants in relation to the services we provide;
- providing you with information about TWFS and its activities that are of relevance to you (if you have consented to receiving this). Such information could include bulletins/newsletters, invitations & job vacancies;
- any other purpose identified at the time of collecting your personal information.

When do we disclose your personal information?

Any personal information you provide to us may be disclosed, if appropriate, to third parties for the purpose of facilitating training operations, job opportunities, verifying your details, marketing our services and managing our business. Such third parties may include:

- any of our related entities, affiliates and agents;
- government departments & agencies such as the ASA, JSA's, Centrelink & relevant Unions
- our clients, including your prospective employers and external organisations seeking labour;
- educational institutions such as Tafe's & RTOs and background screening providers such as AACs (to verify your qualifications);
- your referees (such as current and former employers);
- our third party service providers, contractors and suppliers (such as our IT service providers for hosting databases);
- our professional advisors including our accountants, auditors and lawyers; and
- any other third parties notified to you at the time of collecting your personal information.

It is also possible, though unlikely, that we might be forced to disclose personal information in response to legal process or when we believe in good faith that the law requires it, for example, in response to a court order, subpoena or a law enforcement agency's request.

We will only disclose your sensitive information (for example, health information) for the purposes for which it was initially collected, other directly related purposes or purposes to which you otherwise consent.

Do we send information overseas?

We will not send any of your personal information to any overseas parties or providers unless we get further written consent from you. ie: you may be interested in a job outside Australia in which we need to send your personal details, resume or job application.

Accuracy, access to and correction of your personal information

We will take reasonable steps to ensure that the personal information that we hold is accurate, complete and up to date. Please contact us using the contact details below if your details have or are about to change, or if you wish to otherwise update or correct your personal information.

We will, on request, provide you with access to the personal information we hold about you unless otherwise required or permitted by law. If we deny access to information we will set out our reasons for doing so.

If you would like to access your personal information, please make your request in writing addressed to our Privacy Officer using the contact details below and provide proof of your identity.

Security of your information

We will take reasonable steps to secure your personal information that we collect and hold. Electronic information is protected by various security measures and access to information and databases are restricted to authorised personnel that need access to the information in order to perform their duties.

However, security measures are never completely successful and, despite the measures we have put in place, we cannot guarantee the security of your personal information. It is your responsibility to ensure you protect your personal information (for example, by protecting any usernames and passwords) and should notify us as soon as possible if you become aware of a security breach.

Complaints

If you wish to make a complaint about a breach of this Privacy Policy, you can contact us using the contact details below. You will need to provide us with sufficient details regarding your complaint as well as any supporting evidence and/or information.

We will refer your complaint to our Privacy Officer who will investigate the issue within a reasonable time frame, which is usually 30 days but may be longer if the matter is complex. Our Privacy Officer will determine the steps (if any) that we will undertake to resolve your complaint. Such steps may include discussing the options for resolving the complaint with you, notifying relevant employees the subject of a complaint and seeking their input or escalation to our General Manager.

We will contact you if we require any additional information from you and will notify you in writing of the outcome of our investigation. If you are not satisfied with our determination, you can contact us to discuss your concerns or complain to the Australian Privacy Commissioner via www.oaic.gov.au.

Revisions to this Privacy Policy

We reserve the right to revise this Privacy Policy or any part of it from time to time. Please review this Privacy Policy periodically for changes.

Your continued use of our website, products, services or provision of further personal information to us once you have been notified of the revised Privacy Policy constitutes your deemed acceptance of the revised Privacy Policy.

How to contact us

If you would like more information about our privacy practices or have any questions in relation to this Privacy Policy, please contact our Privacy Officer using the contact details shown below:

TWFS Australia Pty Ltd

03 8609 8999

E: info@twfs.net.au