

Privacy Policy

General

Ideal Labour Hire Pty Ltd trading as ABN 37 670 554 846 (referred to in this document as we, us or our) recognises that your privacy is very important and we are committed to protecting the personal information we collect from you. To the extent that the Privacy Act 1988 (Cth) (Privacy Act), and the Australian Privacy Principles (APPs) govern the way in which we must manage your personal information, this policy sets out how we collect, use, disclose and otherwise manage personal information about you.

Collection

Types of information collected

We may collect and hold personal information about you, that is, information that can identify you, and is relevant to providing you with the services you are seeking. In particular, we may collect your:

1. name;
2. contact information, such as email addresses and telephone numbers;
3. IP address; and
4. for job seekers:
 1. date of birth;
 2. visa status;
 3. Photograph;
 4. Leads,
 5. personal information contained within your resume or CV;
 6. personal information contained within your biography or cover letter;
 7. current location; and
 8. date available for work.

If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

If you are a job seeker, we may also collect and hold sensitive information about you, including information about your racial or ethnic origin. Except as otherwise permitted by law, we only collect sensitive information about you if you consent to the collection of the information and if the information is reasonably necessary for the performance of our functions, as set out below.

Purpose of collection

The personal information that we collect and hold about you depends on your interaction with us. Generally, we will collect, use, and hold your personal information if it is reasonably necessary for or directly related to the performance of our functions and activities and for the purposes of:

1. providing services to you or someone else you know;
2. for job seekers: your actual or possible work placement, and informing you of possible work opportunities;
3. providing you with promotional material and information about other services that we, our related entities and other organisations that we have affiliations with, offer that may be of interest to you; facilitating our internal business operations, including internal record keeping, the fulfilment of any legal requirements;
4. analysing our services and customer needs with a view to developing new or improved services;
5. and because we are required or permitted by any law.

Method of collection

Personal information will generally be collected directly from you through the use of any of our standard forms, over the internet, via email, or through a telephone conversation with you. If you are a job seeker, we collect personal information when you register or apply for a job vacancy. If you are an employer, we may collect personal information about you or your employees when you register as an employer, post a job, or update your details on the website. There may, however, be some instances where personal information about you will be collected indirectly because it is unreasonable or impractical to collect personal information directly from you. We will usually notify you about these instances in advance, or where that is not possible, as soon as reasonably practicable after the information has been collected.

If we receive unsolicited information about you that we do not ask for or which is not directly related to our functions or activities, we may be required to destroy or de-identify that information, provided it is lawful and reasonable to do so.

Failure to provide information

If the personal information you provide to us is incomplete or inaccurate, we may be unable to provide you, or someone else you know, with the services you, or they, are seeking.

Internet users

When you access our website, we may collect additional personal information about you in the form of your IP address and domain name.

Our website uses cookies. The main purpose of cookies is to identify users and to prepare customised web pages for them. Cookies do not identify you personally, but they may link back to a database record about you. We use cookies to monitor usage of our website and to create a personal record of when you visit our website and what pages you view so that we may serve you more effectively. Popular browsers will

usually give users a level of control over cookies. You can set your browsers to accept or reject all, or certain, cookies. You can also set your browser to prompt you each time a cookie is offered. Most cookies are easy to delete, and the Help function within your browser should tell you how. Some digital services may not load properly or function as intended if cookies are disabled.

Our website may contain links to other websites. We are not responsible for the privacy practices of linked websites and linked websites are not subject to our privacy policies and procedures.

Use and disclosure

Generally, we only use or disclose personal information about you for the purposes for which it was collected (as set out above). We may disclose personal information about you from time to time to:

1. our employees, contractors, and related and affiliated entities for the purpose of providing our services, operating our business, and fulfilling requests by you;
2. service providers who assist us in operating our business and services, and such personal information will only be used to the extent necessary to perform the services;
3. our related entities and other organisations with whom we have affiliations so that those organisations may provide you with information about services and various promotions;
4. third parties to whom you have agreed we may disclose your information;
5. for job seekers: employers with whom you have applied for employment opportunities;
6. for employers: applicants;
7. the police, any relevant authority or enforcement body, or your Internet Service Provider or network administrator, for example, if we have reason to suspect

that you have committed a breach of any of our terms and conditions, or have otherwise been engaged in any unlawful activity, and we reasonably believe that disclosure is necessary;

8. third parties where required by law, binding regulation or court order; and
9. the Fair Work Ombudsman and other relevant government authorities.

We may expand or reduce our business and this may involve the sale and/or transfer of control of all or part of our business. Your data, where it is relevant to any part of the business for sale and/or transfer, may be disclosed to a proposed new owner or newly controlling entity for their due diligence purposes, and upon completion of a sale or transfer, will be transferred to the new owner or newly controlling party to be used for the purposes for which it was provided under this privacy policy.

Disclosure of personal information overseas

We are assisted by a variety of external service providers to deliver our services, some of whom may be located overseas. These third parties are too numerous to list, and they change from time to time. Some examples of the types of third parties include:

1. technology service providers including:
 1. website analytics providers such as Google located in the US;
 2. cloud, data, and service providers such as Facebook, linkedin, and located in the US;

We also disclose your details to third party commercial partners who may be located overseas, such as in Ireland. You may receive emails or phone calls from these third party commercial partners where relevant. This includes tax refund, visa advice, and superannuation advice. We may receive a commission from our preferred partner companies if you opt in to your personal information being disclosed to those

companies and then choose to use the services of those companies. Under no other circumstances will we sell or receive payment for licensing or disclosing your personal information.

In many cases, we impose contractual restrictions equivalent to those imposed on us under the Act in respect of collection and use of personal information by those third parties. In some cases, such as social media networks, our ability to impose contractual restrictions is limited. In those circumstances, we will carefully consider the risks to the protection of personal information when entering into arrangements with third parties.

Our service providers are not permitted to sell, use or disclose your contact details or contact you for any purpose other than the purpose for which they have received your personal information (unless required by law).

Direct Marketing

We will never knowingly send you unsolicited commercial electronic messages. More information on the *Spam Act 2003 (Cth)* is available from the regulator's website: www.acma.gov.au/spam.

If you check the 'subscribe' box on applying for a job, registering or you subscribe to our mailing list via the website or any other means, your name, email, phone, nationality, and date of birth will be stored with our third party mailing list manager service and we may use or disclose your personal information (excluding sensitive information) for direct marketing purposes. We may disclose your personal information (excluding sensitive information) to our commercial partners so that they may contact you with information about their services and promotions. We will obtain your specific consent to disclose sensitive information for the purposes of direct

marketing our services or for our commercial partners' use. We may include third party offers in marketing materials we send to you.

You will be able to opt-out of direct marketing at any time with no charge to you, or request us to provide you with our source of information, by email to recruitment@ideallabourhire.com.au, or through the unsubscribe link found in all marketing emails we send. We will then ensure that your name is removed from our mailing list.

If you receive communications from us that you believe have been sent to you other than in accordance with this policy, or in breach of any law, please contact us using the details provided below.

Security

We store your personal information in different ways, including in paper and in electronic form. The security of your personal information is important to us. We take all reasonable measures to ensure that your personal information is stored safely to protect it from interference, misuse, loss, unauthorised access, modification or disclosure, including electronic and physical security measures.

Where personal information we hold is no longer necessary, we delete the information or permanently de-identify it, subject to specific laws in respect of data retention.

Access and correction

You may access the personal information we hold about you upon making a written request. We will respond to your request within a reasonable period. We may charge you a reasonable fee for processing your request (but not for making the request for access).

We may decline a request for access to personal information in circumstances prescribed by the Privacy Act, and if we do, we will give you a written notice that sets out the reasons for the refusal (unless it would be unreasonable to provide those reasons).

If, upon receiving access to your personal information or at any other time, you believe the personal information we hold about you is inaccurate, incomplete or out of date, please notify us immediately. We will take reasonable steps to correct the information so that it is accurate, complete and up to date.

If we refuse to correct your personal information, we will give you a written notice that sets out our reasons for our refusal (unless it would be unreasonable to provide those reasons), including details of the mechanisms available to you to make a complaint. There is no fee for making any corrections to your personal information.

Complaints and feedback

If you wish to make a complaint about a breach of the Privacy Act, the APPs or a privacy code that applies to us, please contact us using the details below and we will take reasonable steps to investigate the complaint and respond to you.

If you have any queries or concerns about our privacy policy or the way we handle your personal information, please contact our privacy officer at:

- Email address: recruitment@ideallabourhire.com.au
- Website: www.ideallabourhire.com.au

For more information about privacy in general, you can visit the Office of the Information Commissioner's website at www.oaic.gov.au.

If you wish to make a complaint about the collection, use or disclosure of your personal information, please contact our privacy officer, and we will work with you to resolve the issue.

If after this process you are not satisfied with our response, you can submit a complaint to the Office of the Information Commissioner. To lodge a complaint, visit the 'Complaints' section of the Information Commissioner's website, located at <http://www.oaic.gov.au/privacy/privacy-complaints>, to obtain the relevant complaint forms, or contact the Information Commissioner's office.

Additions and Jurisdiction

We may amend the privacy policy at our sole discretion, and it is your responsibility to review this page from time to time.