



PRIVACY POLICY

Adherence to ITCRA Code

As a Member of ITCRA Limited we undertake a core commitment to ethical and professional practice and do not:

- a. without the Work seeker's permission, given as may be required by law, disclose the Work seeker's identity or other details:
 - i. to a Client; or
 - ii. Other than as required or permitted by law.
- b. use information about a Work seeker improperly:
 - i. for a purpose other than assisting the Work seeker to find work; or
 - ii. In a way that is contrary to the terms of the permission given by the Work seeker about the use of the information.
- c. except as required or permitted by law, divulge or allow to be divulged any Confidential Information of about a Work seeker

ITCRA administers Dispute Resolution Procedures that you may access if you consider that we have breached the ITCRA CODE. You may additionally make a complaint to the Privacy Commission in Australia.

Privacy Principles

For Information subject to Australian law, the National Privacy Principles established by the Privacy Act 1988 (C'th) apply to Infinite Consulting.

Necessary

We will only collect information that is necessary for the proper performance of our tasks or functions.

We do not collect or use personal information for the purposes of unlawful discrimination.

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 do not use your personal information to carry out reference checks if there is no present requirement for them in connection with a job which you may be offered;

We do not use your personal information to carry out reference checks merely for the purpose of establishing network contacts with your referees;

We do not routinely conduct criminal history checks and only do so in order to obtain relevant criminal history with regard to particular jobs you are offered or for which you are shortlisted.

If you only browse our website, we do not collect information that identifies you personally, though we may collect information related to your visit to our website.

Type of Personal Information Held

- » Personal information that we collect and hold usually falls into the following categories:
- » Candidate information submitted and obtained from the candidate and other sources in connection with applications for work;
- » Work performance information;
- » Information about incidents in the workplace;
- » Staff information;
- » Information submitted and obtained in relation to absences from work due to leave, illness or other causes;
- » Information obtained to assist in managing client and business relationships



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How your information will be collected

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:

- » we receive or give any reference about you;
- » electronically through our telecommunications and technology systems – see the section in this policy on electronic transactions;

Purposes for which we hold personal information

We primarily hold personal information for the following:

- » Employment placement operations;
- » Recruitment;

Disclosures

We may disclose your personal information for any of the purposes for which it is primarily held or for a related purpose where lawfully permitted.

We may disclose your personal information where we are under a legal duty to do so, including circumstances where we are under a contractual or lawful duty of care to disclose information.

We do not share personal information about you with government agencies, organisations or anyone else unless one of the following applies:

- » You have consented;
- » You would reasonably expect, or have been told, that information of that kind is usually passed to those individuals, bodies or agencies;
- » it is required or authorised by law;
- » it will prevent or lessen a serious and imminent threat to somebody's life or health;
- » The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

Outsourced Service Suppliers

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:

- » I.T. contractors and database designers and service internet service suppliers, some of whom may be off shore;
- » Legal and other professional advisors;
- » Insurance brokers, loss assessors and underwriters;
- » Superannuation fund managers;

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.

Personal Information Quality

We rely on you to tell us when there are changes to your personal information that we hold about you. This could be e.g. a change of address or employment status.

Personal Information Security

We take reasonable steps to destroy or permanently de-identify personal information when it is no longer required for any purpose for which it may be used or disclosed. However it is not always practicable to destroy or de-identify electronic data. Where it is not reasonable to destroy or permanently de-identify personal information in electronic form, we will take reasonable steps to prevent inadvertent access to it.



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Photos and Images

We will not request that you supply photographs, scan photo ID, or capture and retain video image data of you in cases where simply sighting photographs or proof of identity documents would be sufficient in the circumstances.

Video surveillance which operates in or near our premises may capture images of you.

<http://www.legislation.act.gov.au/a/2011-4/current/pdf/2011-4.pdf>

Inquiries and Complaints

You can make further inquiries or complaints about our privacy policies to our Privacy Co-coordinator whose contact details are Stan Kovac on (02) 6257 8888.

You can also make complaints to the Privacy Authorities in your national, state or territory jurisdiction:

Australia - www.privacy.gov.au; ACT;

Complaints may also be made to ITCRA with regard to Member conduct.

Other Parties

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.

Access

Subject to some exceptions that are set out in privacy law, you can gain access to the personal information that we hold about you.

Important exceptions include evaluative opinion material obtained confidentially in the course of our performing reference checks and access that would impact on the privacy rights of other people. We do refuse access if

it would breach any confidentiality that attaches to that information or if it would interfere with 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 we make and which the communicator of that information is entitled to expect will be observed.

If you wish to obtain access to your personal information you can contact our Privacy Co-coordinator. You will need to be in a position to verify your identity.

We might impose a charge in providing access. Our Privacy Co-coordinator would discuss these with you.

You should also anticipate that it may take a little time to process your application for access as there may be a need to retrieve information from storage and review information in order to determine what information may be provided. We will generally respond to your request for access within 20 working days.

Electronic Transactions

This section explains how we handle personal information collected from our website www.infiniteconsulting.com.au and by other technology in the course of electronic transactions.

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:

<http://www.privacy.gov.au/topics/technologies>

It is important that you:

- » Know your rights: read our privacy policy, collection statement and consent to electronic transactions.
- » Be careful what information you share on the Web.
- » Use privacy tools on the site - control access to your search listing and profile.
- » Make sure your anti-virus and data protection software is up-to-date.



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Please contact our office by phone or mail if you have concerns about making contact via the internet.

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

- » ask to be on an email list such as a job notification list;
- » register as a site user to access facilities on our site such as a job notification board;
- » make a written online enquiry or email us through our website;
- » submit a resume by email or through our website;

Database

Infinite Consulting is a licensed software user of the TRIS Recruitment CRM management database which captures relevant personal information and documentation, for both candidates and clients. It captures and stores, but is not limited to, contracts, leave requests, electronic mail and sms messages.

Browsing

A record of your visit to our website is logged by our Internet Service Provider. The information including the user's server address and top level domain name (eg .com .gov .au), date and time of visit to our site, pages accessed and documents downloaded and the type of browser used.

We sometimes examine this information to determine the traffic through the server as well as access levels to specific pages. We also occasionally perform statistical analysis in order to deliver better services. No attempts are made to identify users or their browsing activities. The exception would be in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect the Internet Service Provider's logs.

Cookies

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as providing information to the owner.

Uploading photographs

Please make sure that you do not upload photographs of any individuals who have not given consent to the display of their photograph. Displaying photographs without that person's consent may breach privacy laws, and you may be responsible for any legal consequences.

Future Changes

This policy may change over time in light of changes to privacy laws, technology and business practice. If you use our website regularly it is important that you check this policy regularly to ensure that you are aware of the extent of any consent, authorisation or permission you might give.