

GENERAL PRIVACY POLICY



National privacy Principles

The National Privacy Principles established by the Privacy Act 1988 apply to Passion HealthCare PTY LTD.

We only seek to collect personal information that is necessary for the proper performance of our tasks and functions. So far as is practicable, we may decline to collect unsolicited personal information from or about you and may take such measures as we think appropriate to purge it from our systems.

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.

Purposes for which We hold Personal Information

We primarily hold personal information for the following:

- Placement operations;
- Recruitment;
- Staff management;
- Training;
- Client and business relationship management;
- Marketing.

Disclosures

We may disclose your personal information for the purposes for which it is primarily held or for a related secondary purpose. In some cases we may only disclose information with your consent.

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

Contractors

We contract out a number of services from time to time. Our contractors may see some of your personal information. Typically our contractors would include

- I.T. contractors and database designers.

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.

Inquiries and Complaints

You can make further inquiries or complaints about our privacy policies to our Privacy Co-ordinator whose contact details are:

- Privacy officer
Passion Health Care PTY LTD
Suite 2, Level 1, 16 Cotham Rd, Kew, VIC, 3101.
Phone: 1300 335 685

You can also make complaints to:

- The Office of the Federal privacy Commissioner.
GPO Box 5218, Sydney, NSW, 2001.
Phone: 1300 363 992

Trans-Border Data Flows

We cannot guarantee that any overseas recipient of your personal information will protect it to the standard to which it would be protected in Australia. 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 into a jurisdiction in place of seeking an assurance of protection from the overseas jurisdiction.

Access

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

We do refuse access if it would interfere with the privacy rights of other persons or if it were to breach any confidentiality that attaches to that information.

If you wish to obtain access to your personal information you should contact our Privacy Officer. You will need to be in a position to verify your identity.

We might impose a moderate charge in providing access. Our Privacy Officer 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.

Privacy Disclosure Statement

What your personal information is

Personal information is any information or an opinion (whether true or not) about you. It may range from the very sensitive (e.g. medical history or condition) to the everyday (e.g. address and phone number). It would include the opinions of others about your work performance (whether true or not), your work experience and qualifications, aptitude test results and other information obtained by us in connection with your possible work placements. Personal information includes sensitive information.

What sensitive information is

Sensitive information is a special category of personal information. It includes information or opinion about your:

- membership of a professional or trade association or membership of a trade union;
- criminal record;
- health or disability (at any time);

It includes personal information collected to provide a health service.

There are other types of sensitive information; but they are generally less relevant to work and pre-work situations.

Sensitive information can, in most cases, only be collected with your consent.

We will only collect information that is necessary for the proper performance of our tasks or functions. We do not collect or use personal or sensitive information for the purposes of unlawful discrimination.

Who will be collecting your personal and sensitive information

Your personal and sensitive information will be collected by Passion HealthCare Pty Ltd for its own use and on behalf of other members of the Passion HealthCare Group who might require access to your personal and sensitive information in connection with your work placements.

The other members of the Passion HealthCare Group are:

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How to contact us

If you wish to contact us about your personal or sensitive information you should contact

Privacy Officer
Passion HealthCare Pty Ltd
Suite 2, Level 1, 16 Cotham Rd, Kew, VIC, 3101.
Phone: 1300 335 685

during normal office hours which are 0900 – 1700 hrs Monday to Friday.

If you need to contact us about your personal or sensitive information urgently outside normal office hours you should contact:

Phone: 1300 335 685

How your information will be collected

Personal and sensitive 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.

Some laws such as taxation law, immigration law and laws for the protection of certain classes of people (such as children or the elderly) may require that we collect certain types of information from you.

Personal and sensitive information will also be collected when:

- we receive any reference about you;
- we receive results of inquiries that we might make of your former employers, work colleagues, professional associations or registration body;
- we receive the results of any competency or medical test;
- we receive performance feedback (whether positive or negative);
- we receive any complaint from or about you in the workplace;
- we receive any information about a workplace accident in which you are involved;
- we receive any information about any insurance investigation, litigation, registration or professional disciplinary matter, criminal matter, inquest or inquiry in which you are involved;
- you provide us with any additional information about you.

Your information will be used.

Your personal and sensitive information may be used in connection with:

- your actual or possible work placement;
- your performance appraisals;
- our assessment of your ongoing performance and prospects;
- any test or assessment (including medical tests and assessments) that you might be required to undergo;
- our identification of your training needs;
- any workplace rehabilitation;
- our management of any complaint, investigation or inquiry in which you are involved;
- any insurance claim or proposal that requires disclosure of your personal or sensitive information.

Your personal and sensitive information may be disclosed to...

- potential and actual employers and clients of Passion HealthCare Pty Ltd;
- referees;
- other members of the Passion HealthCare Pty Ltd;
- our insurers;
- a professional association or registration body that has a proper interest in the disclosure of your personal and sensitive information;
- a Workers Compensation body;
- our contractors and suppliers – e.g. our I.T. contractors and database designers;
- any person with a lawful entitlement to obtain the information.

If you do not give us the information we seek

- we may be limited in our ability to locate suitable work for you;
- we may be limited in our ability to place you in work.

You can gain access to your information to correct it if it is wrong

Subject to some exceptions which are set out in the *National Privacy Principles* (Principle 6 – Access and Correction), you have a right to see and have a copy of personal and sensitive information about you that we hold.

If you are able to establish that personal or sensitive information that we hold about you is not accurate, complete and up-to-date, we will take reasonable steps to correct it so that it is accurate, complete and up-to-date.

If we are unable to agree that personal or sensitive information that we hold about you is accurate, complete and up-to-date, you may ask us to place with the information a statement by you that claims that particular information is not accurate, complete and up-to-date.

If you wish to exercise your rights of access and correction you should contact our privacy officer, whose details are shown above.

In some cases we may 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.

Regards,

The Passion Healthcare Team.