



Privacy Policy

As a valued customer of Project Services People, your privacy is important to us. This Privacy Policy is effective from 23 April 2010.

We, at Project Services People, take very seriously our commitment to protecting your privacy and to handling your personal information in a responsible manner consistent with the National Privacy Principles introduced under new sections of the Commonwealth Privacy Act 1988.

The National Privacy Principles detail the minimum standards to which a private sector organisation must adhere when handling your personal information. We comply with the National Privacy Principles. This Privacy Policy explains how we collect, use and disclose your personal information.

National Privacy Principles

The National Privacy Principles established by the Privacy Act 1988 apply to Project Services People.

Collection of Information

We do not collect personal or sensitive information unless it is necessary for the performance of our tasks or functions.

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.

What is your personal information?

- Personal information is any information or an opinion (whether true or not) about you. 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 as defined in privacy legislation. It could include, for example, relevant information about your health status or information obtained lawfully via a criminal history check.
- Under privacy laws we only collect personal information if it is necessary for the performance of one or more of our tasks or functions and, subject to the exceptions set out in privacy law, we would not collect sensitive information without your consent.

What additional information will we require?

Our obligations to the Private Employment Agents (Code of Conduct) Regulation 2005, requires Project Services People to keep a worker register of persons looking for work. The worker register must include the following particulars for each person who looks for work through Project Services People:

- the person's name, address, age, gender, and occupation;
- the type of work the person is looking for;
- the date the particulars mentioned in paragraphs (a) and (b) are entered in the register.



Use and Disclosure

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 Project Services People;
- referees;
- other members of Project Services People;
- 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.

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.



Website Use and Collection

Project Services People may collect information through this website in the following ways:-

When you visit the Project Services People website, our internet service provider can record certain information in relation to your visit such as:-

- your internet address;
- your domain name;
- your internet service provider;
- the date and time of your visit to the website;
- the length of your session;
- the pages which you have accessed;
- the website which referred you to our website;
- the type and version of the browser you are using;
- the operating system which your computer uses.

This information is only used for statistical and website development purposes, and cannot personally identify you.

Project Services People will not otherwise collect information from you through this web site unless you knowingly provide it to us.

We do not use cookies or web bugs. (Cookies are data that a Web site transfers to an individual's hard drive for record-keeping purposes.)

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 IT contractors, database designers and accountants.

Access and Correction

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 breaches any confidentiality that attaches to that information.



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

We might impose a moderate charge in providing access. Our Privacy Co-ordinator 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.

Project Services People will also take reasonable steps to correct your information so that it is accurate, complete and up-to-date.

Security

Project Services People operates secure data networks that are designed to protect your privacy and security.

Marketing information

Project Services People endeavours to provide our clients with the latest in leading products and services. On occasions, we mail information and offers on these products to you. If you do not want to receive these, please e-mail us with your request at enquiries@pspeople.com.au.

Inquiries and Complaints

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

Contact: Privacy Coordinator
Telephone: 3117 2361
Email: jdebooy@pspeople.com.au

During normal office hours which are 9am to 5pm, Monday to Friday.

You can also make complaints to the Office of the Federal Privacy Commissioner.