

PRIVACY STATEMENT

The Privacy Act 1988 (Cth) (Privacy Act) seeks to protect individuals against interferences with their privacy by regulating the way in which personal information is collected, handled, disclosed, used and stored.

FIRST CONTACT understands the importance of, and is committed to, protecting the privacy of an individual's personal information. In handling personal information, FIRST CONTACT is committed to complying with the Privacy Act and the 13 Australian Privacy Principles in the Privacy Act.

This statement sets out how FIRST CONTACT aims to protect the privacy of your personal information, your rights in relation to your personal information managed by FIRST CONTACT and the way FIRST CONTACT collects, holds, uses and discloses your personal information. This statement may be updated from time to time.

In the event personal information is collected during an application, recruitment or other assessment process and you subsequently become an employee of FIRST CONTACT, FIRST CONTACT's handling of such personal information may no longer be governed by the Privacy Act and this statement will no longer apply to you. FIRST CONTACT will nevertheless treat personal information it holds about its employees appropriately in the circumstances.

WHAT IS 'PERSONAL INFORMATION' AND WHAT KINDS OF PERSONAL INFORMATION DOES FIRST CONTACT COLLECT?

Personal information is information or an opinion about an identified, or reasonably identifiable, individual. During the provision of FIRST CONTACT's services, FIRST CONTACT may collect your personal information. Generally, the kinds of personal information FIRST CONTACT collects may include:

General contact and identification details (e.g. name, address, email address and phone number);

Information about your education and work history, qualifications and skills;

Opinions of others about your work performance (whether true or not), which will only be collected with your consent;

Information about your work rights and your eligibility to work within Australia which may include details, copies or presentation of the originals of any applicable visa, passport, birth or citizenship certificate, or other relevant documentation;

Sensitive information (e.g. information about your health, medical history or specific condition, criminal record, professional memberships etc), which will only be collected with your consent;

Any results of relevant tests in which you participate including but not limited reference checks carried out on FIRST CONTACT's behalf by an approved provider or other provider;

Any personal information relevant to any training programs you undertake;

Your tax file number and relevant bank and superannuation account information necessary to facilitate the payment of wages and superannuation contributions and to ensure appropriate taxation treatment;

Driver's licence number and relevant information about your driving history or infringements and any other applicable licences and certificates; and

Other information relevant in the circumstances.

In some circumstances FIRST CONTACT may also hold other personal information provided by you.

HOW YOUR INFORMATION WILL BE COLLECTED

Generally, personal information will be collected from you directly when you complete an application form or submit your resume, either online or in hard copy, attend an interview, or otherwise provide us with personal information in person or via telephone, email, fax, post or other means, whether at FIRST CONTACT's request or at your own initiative.

Personal information may also be collected from a source other than you when:

You submit an application form or your resume through a third party website;

We undertake reference checks by inquiring with, or we otherwise receive references or performance feedback (whether negative or positive) from, any of your former or current employers, work colleagues, professional associations or registration bodies (reference checks are only undertaken with your consent);

We receive results of any medical tests or criminal history checks, (which are only undertaken with your consent);

We receive results from any competency tests in which you participate;

We receive results from any other online process or testing including but not limited to assessments, induction courses and background checks carried out by an approved provider on FIRST CONTACT's behalf;

We undertake a VEVO Check through which to assess your eligibility to work within Australia.

We receive any complaint from or about you in the workplace;

We receive information from your employer for the provision of employee benefits or career assessments for candidates receiving our career transition or training services;

We receive information about a workplace accident in which you were involved; and

We receive any information about any insurance investigation, litigation, registration or professional disciplinary matter, criminal matter, inquest or inquiry in which you were or are involved during, or in connection with, a work placement.

There may be other occasions when FIRST CONTACT collects your personal information from other sources such as an information services provider, your employer or ex-employer or a publicly maintained record, including records publicly available through social media. Generally, FIRST CONTACT will only collect your personal information from sources other than you if it is unreasonable or impracticable to collect your personal information from you.

You can choose not to provide FIRST CONTACT with any information about you, although it may be needed to receive the services provided by FIRST CONTACT.

WHY DOES FIRST CONTACT NEED YOUR PERSONAL INFORMATION?

FIRST CONTACT collects, holds, uses and discloses your personal information where it is reasonably necessary for the purposes of providing you with recruitment, work placement services, career transition and training services. This may include using and disclosing your personal information to facilitate or otherwise in connection with:

You being offered employment or an engagement with a client of FIRST CONTACT;

Your actual or potential work placements with clients of FIRST CONTACT;

Undertaking performance appraisals in relation to your former or current work placements with clients of FIRST CONTACT;

Any test, assessments or checks (including medical tests and assessments and criminal record checks) that you might be required to undergo for the purposes of assessing your suitability for a potential work placement or task with a client of FIRST CONTACT;

Identifying and facilitating your training needs;

Any necessary workplace rehabilitation during, or for the purposes of, a current or future work placement with a client of FIRST CONTACT in accordance with applicable legislation;

The management of any complaint, investigation or inquiry in which you are involved during a work placement with a client of FIRST CONTACT;

Any insurance claim or proposal in which FIRST CONTACT is involved by virtue of your current or previous work placements with a client of FIRST CONTACT;

You being offered career transition services upon termination of your employment with your current or ex-employer; and/or

Assessing training needs.

FIRST CONTACT may also collect, hold, use or disclose your personal information for:

Administrative and business management purposes;

Marketing purposes and to identify and inform you of products and services that may be of interest to you;

Its own internal recruitment processes; and/or

Any other legal requirement.

Where personal information is used or disclosed, FIRST CONTACT takes steps reasonable in the circumstances to ensure it is relevant to the purpose for which it is to be used or disclosed.

You are under no obligation to provide your personal information to FIRST CONTACT. However, without certain information from you, or where information provided is inaccurate or irrelevant, FIRST CONTACT may not be able to provide its services to you or may be limited in its ability to provide its services to you.

DISCLOSURE OF PERSONAL INFORMATION

FIRST CONTACT discloses your personal information for the purpose for which FIRST CONTACT collects it. That is, generally, FIRST CONTACT will only disclose your personal information for a purpose related to the provision of recruitment and work placement services or otherwise as set out in this statement. This may include disclosing your personal information to:

Clients of FIRST CONTACT who may be your potential or actual employer or with whom you may be placed on a work placement;

Your referees;

Educational institutions and organisations, for the purpose of recommending and facilitating courses or programs through which you can upgrade your skills and undertake further training;

FIRST CONTACT's insurers;

A professional association or registration body if relevant to the provision of FIRST CONTACT's services or otherwise with your consent;

A workers compensation body in accordance with applicable legislation;

FIRST CONTACT's contractors and suppliers including IT contractors and database designers;

A federally registered Job Services Provider, for the purpose of confirming hours of work and hourly rate of pay;

FIRST CONTACT's professional advisors;

Any other entity, with your consent, or to whom disclosure is required or authorised by law; and/or

Any other third parties engaged to perform administrative or other services.

This disclosure is always on a confidential basis or otherwise in accordance with law.

OVERSEAS DISCLOSURES

FIRST CONTACT may disclose personal information to overseas recipients in order to provide its services and for administrative or business management purposes. Recipients of such disclosures are located at 5/415 Bourke Street, Melbourne VIC 3000 but may also be located in other countries.

Before disclosing any personal information to an overseas recipient, FIRST CONTACT takes steps reasonable in the circumstances to ensure the overseas recipient complies with the Australian Privacy Principles or is bound by a substantially similar privacy scheme, unless you consent to the overseas disclosure or it is otherwise required or permitted by law.

DIRECT MARKETING

FIRST CONTACT may use and disclose your personal information in order to inform you of products and services that may be of interest to you. In the event you do not wish to receive such communications, you can opt-out by contacting FIRST CONTACT via the contact details set out below or through any opt-out mechanism contained in a marketing communication to you.

SECURITY OF YOUR PERSONAL INFORMATION

FIRST CONTACT takes all reasonable steps to ensure personal information it holds is protected against misuse, interference and loss and from unauthorised access, modification or disclosure. FIRST CONTACT holds personal information in both hard copy and electronic forms in secure databases on secure premises, accessible only by authorised staff.

FIRST CONTACT will destroy or de-identify personal information in circumstances where it is no longer required, unless FIRST CONTACT is otherwise required or authorised by law to retain the information.

YOU CAN GAIN ACCESS TO, AND SEEK CORRECTION OF, YOUR PERSONAL INFORMATION HELD BY FIRST CONTACT

FIRST CONTACT takes steps reasonable in the circumstances to ensure personal information it holds is accurate, up-to-date, complete, relevant and not misleading. Under the Privacy Act, you have a right to access and seek correction of your personal information that is collected and held by FIRST CONTACT. If at any time you would like to access or correct the personal information that FIRST CONTACT holds about you, or you would like more information on FIRST CONTACT's approach to privacy, please contact FIRST CONTACT via the contact details set out below. FIRST CONTACT will grant access to the extent required or authorised by the Privacy Act or other law and take steps reasonable in the circumstances to correct personal information where necessary and appropriate.

To obtain access to your personal information:

You will have to provide proof of identity. This is necessary to ensure that personal information is provided only to the correct individuals and that the privacy of others is protected;

FIRST CONTACT requests that you be reasonably specific about the information you require; and

FIRST CONTACT may charge you a reasonable administration fee, which reflects the cost to FIRST CONTACT for providing access in accordance with your request.

FIRST CONTACT will endeavour to respond to your request to access or correct your personal information within 30 days from your request.

If FIRST CONTACT refuses your request to access or correct your personal information, FIRST CONTACT will provide you with written reasons for the refusal and details of complaint mechanisms. FIRST CONTACT will also take steps reasonable in the circumstance to provide you with access in a manner that meets your needs and the needs of FIRST CONTACT.

PRIVACY COMPLAINTS

Please direct all privacy complaints to FIRST CONTACT's Privacy Compliance Officer via the contact details below.

INSERT DETAILS

At all times, privacy complaints:

Will be treated seriously;

Will be dealt with promptly;

Will be dealt with in a confidential manner; and

Will not affect your existing obligations or affect the commercial arrangements between you and FIRST CONTACT.

FIRST CONTACT's Privacy Compliance Officer will commence an investigation into your complaint. You will be informed of the outcome of your complaint following completion of the investigation. In the event you are dissatisfied with the outcome of your complaint, you may refer the complaint to the Office of the Australian Information Commissioner.

HOW TO CONTACT US

For further information or enquiries regarding personal information that FIRST CONTACT holds about you, or if you would like to opt out of receiving any promotional communications, please write to:

Paul Schmeja
CEO

First Contact
5/415 Bourke Street
Melbourne VIC 3000 AUSTRALIA
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