



## PRIVACY POLICY

At NEATO Employment Services (the Company) we seek to provide the best possible service to ensure your employment needs are properly addressed. In order to achieve this the Company may need to collect personal information about you.

It is important for us to ensure that you are confident any personal information you provide to us is treated in the appropriate manner and with the appropriate degree of privacy. The Company offers wide and diverse expertise in employment services and the type of services it provide provided to you will dictate the types of personal information which may be necessary for us to collect.

### What does "personal information" mean?

Personal information is any information about you that identifies you or by which your identity may be reasonably determined. By collecting this personal information we are able to:

- identify your employment and/or education and training needs;
- provide the appropriate level of advice and assistance relating to job matching, job training and employment placement;
- contact you when necessary;
- ensure that you attain the best possible service and assistance;
- receive financial remuneration for your employment; and
- identify you and protect you from any unauthorised access to your personal information.

### How NEATO Employment Services collects your personal information

We will always collect your personal information directly from you where possible. Where we are unable to obtain that personal information directly from you we will obtain your consent before information is obtained from another party.

Collection of your personal information may occur in a number of ways including:

- obtaining information from you; and
- contact with government departments and government agencies, or any other party on your behalf, and at your request, to obtain such information.

Specifically, personal information is collected during the course of our working relationship with you. Personal information may also be collected when you provide us with further information regarding your employment, vocational or non-vocational needs.

It may occur that personal information is collected by the Company from other sources without your direct knowledge. Examples of this may be where information is obtained from a government department, government agency or health provider.





Where possible we will require you to specifically consent to any use or disclosure of your personal information. Your consent will usually be required in writing however where necessary the Company may accept your verbal consent to disclose particular information in satisfying your employment needs or during periods of flexible service delivery arrangements for example when contingency arrangements are in place as set by the Government.

Regardless of how your personal information is collected and whether it is through implied or actual consent, the Company will deal with your personal information as detailed by this privacy policy in accordance with the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APP's).

### **Who would NEATO Employment Services disclose your personal information to?**

The Company may need to disclose your personal information in certain circumstances. For example, your personal information may be required to be disclosed to a government department or government agency.

It may also be necessary to disclose some of your personal information included on documents filed on your behalf in Government departments. The Company may disclose your personal information where you have consented to us doing so in pursuance of your employment, education and training needs. Your consent to the disclosure of your personal information may be given expressly, or it may be implied from your conduct and interaction with the Company during the normal progression of satisfying your employment and education training needs.

The Company will, at all times, attempt to ensure that we do not disclose your personal information to a party outside the Company where consent for such disclosure has not been given. In all cases where the Company may be required to disclose information that is outside the domain of satisfying your employment needs we will attempt to obtain your direct consent for such disclosure.

### **Ensuring your personal information is up to date**

The effectiveness of satisfying your employment needs, job matching or job training, can only occur when the personal information which we hold is current and up to date. In this regard it is important that, during the course of your relationship with the Company, you notify us of any changes to your personal information which we hold. This includes your contact details and any other information that may affect our ability to satisfy your employment needs.

### **The security of your personal information**

The Company prides itself on its secure handling of the personal information of its clients. The Company will take all reasonable precautions to safeguard personal information which is held by us, either on file or computer, from loss, misuse, unauthorised access, modification or disclosure.

To ensure that your personal information is secure, the Company employs a number of means, these include:

- external and internal premises security;
- the requirement for all employees to enter into confidentiality agreements;
- computer firewall protection;



- restricted access to personal files and information;
- up to date technology and computer maintenance to prevent unauthorised access;
- document handling and shredding procedures with respect to personal information; and
- limited access to your personal information.

Where the Company no longer requires your personal information and your file has been completed, your file will be held by us in accordance with the jobactive Employment Services Deed 2015 - 2022 and then securely destroyed. The information will also be deleted from our main computer system.

### **Access to your personal information**

At any time you may give notice to the Company that you wish to access your personal information that we hold.

In order that this information is made available to you some notice is required so that we may have the documentation ready for your inspection.

The Company will endeavor to handle all requests for access to personal information as quickly as possible and provide that information to you within seven (7) business days of receipt of that request. However, some requests may take longer to process because of the substantial amount of documents held by the Company.

You may only access your own personal information. Any personal information held on your file, in respect of any other person, will not be disclosed to you.

The Company retains the right to deny access to personal information where the information may relate to existing or anticipated legal proceedings between the Company and you or where access may be regarded as frivolous or vexatious. The Company is also under obligations by law, in some circumstances, to deny access to your personal information.

Where the Company has denied you access to your personal information, reasons for that denial will be provided.

### **Sensitive Information under the new Privacy Policy rules**

Certain information which may be collected by the Company will be regarded as sensitive information. The disclosure of sensitive information can only be made by the Company with your direct consent, or if required by law to be disclosed. Some examples of sensitive information include:-

1. sexual orientation or practices;
2. criminal record;
3. health or genetic information;
4. trade union membership or associations;
5. membership of political organisation;
6. religious or philosophical beliefs;
7. political opinions or associations;
8. racial or ethnic origin;
9. financial circumstances; and
10. Some aspects of biometric information.

### **Your personal information online**

The Company prides itself on the maintenance of up to date and technologically advanced computer systems. Our computers are continually being updated to maintain their security and are regularly audited and tested by external experts to ensure that any breaches of security, potential or actual, may be identified and rectified.

The Company will correspond with you where you consent to that occurring. Email may not be a secure way to communicate your personal information to us and as such that personal information should be delivered through secure means.

### **Changes in the Privacy Policy**

The Company is constantly monitoring regulations, policies and procedures to ensure that it is up to date with all current changes in the law and market practices. As a consequence of this the Company may change this Privacy Policy from time to time.

### **Wishing to access your personal information**

Should you wish to access your personal information contact NEATO Employment Services via telephone on (07) 4964 1468 or email NEATO's Quality Manager [quality@neato.com.au](mailto:quality@neato.com.au) and advise of your request. In accessing that personal information, the Company will require you to sign a document stating that you have accessed your personal information.

### **Complaints about breaches of privacy**

If at any time you believe that the Company has wrongfully disclosed your personal information or has breached this Privacy Policy then you may lodge a complaint with the Company in one of the following ways:-

1. by telephoning (07) 4846 8002;
2. by writing to NEATO Employment Services (Attention: Operations Manager) at PO Box 203, Airlie Beach, Qld, 4802; or
3. by emailing NEATO's Quality Manager [quality@neato.com.au](mailto:quality@neato.com.au)

If you are not satisfied with the response that you receive from the Company, then you may contact the Federal Privacy Commissioner in one of the following ways:-

1. by telephoning 1300 363 992; or
2. by writing to the Director of Compliance (Investigations), GPO Box 5218, Sydney NSW 2001.