

Our Commitment to Your Privacy

Zelda Recruitment (ZR) is a recruitment agency with one major difference. The key stone to our organisation is the longevity of our consultants. All our consultants are shareholders in Zelda Recruitment and are committed long term to Zelda Recruitment. The value of this to our stakeholders; jobseekers, on hire employees and clients, is our relationships evolve and grow over time. We are interested in your career for your employment lifetime. It is not just the here and now. Our consultants nurture their business relationships over many years and build a trust and rapport that continuously develops. We draw upon this personal knowledge in our daily dealings. This is what makes us highly competent, skilled recruiters and career advisors. We can see the subtle differences in each person and we really do know the best person for the job!

Given we are constantly engaging with you, and building our relationships, it is critical you understand the way we collect, hold, use and disclose your personal information. Primarily we are guided by our strong sense of integrity and professionalism and importantly, underpinning this, we are guided by privacy laws and principles. You can be assured we take your privacy and your rights very seriously.

Under the Australian Privacy Principles (APPs), which commenced on 12 March 2014, The Zelda Recruitment (ZR) Privacy Policy is freely and publicly accessible at all times. Our Privacy Policy is available on our website, www.zeldarecruitment.com.au and will be updated from time to time. The Privacy Policy covers a broad range of essential topics in sufficient detail to enable you to understand how Zelda Recruitment will manage your personal information.

In the event you require any, or additional information, in regards to the Zelda Recruitment Privacy Policy, please contact our Quality Manager on 07-3229 4999 during office hours for assistance. Alternatively you may email talent@zelda.com.au and address any queries / concerns to The Quality Manager. Please note, we have an afterhour's service in the event your issue / concern is urgent, and the afterhour's number is available by calling 07-3229 4999 in the first instance.

We have structured our Privacy Policy to make it as user friendly as possible. Please note we have the following sections:

- **Jobseeker / On-Hire Employees / Staff**
- **Clients**
- **Referees**
- **Direct Marketing**
- **Photos and Images**
- **Electronic Transactions**
- **Information Record System and Security**

- **Security**
- **Disclosures**
- **Access and Corrections**
- **Complaints**

ZELDA RECRUITMENT

Privacy Policy

When we collect your personal information:

- we check that it is reasonably necessary for our activities as a recruitment consultancy and career advisors providing permanent, contract and temporary / on-hire recruitment services and career path management;
- we check that it is current, complete and accurate. This will sometimes mean that we have to cross check the information that we collect from you with third parties;
- we record and hold your information in our recruitment database. Our recruitment database is used to record all facets of recruitment operations;
- we retrieve your information when we need to use or disclose it for our recruitment and career management functions and activities;
- subject to some exceptions, we permit you to access your personal information in accordance with APP:12 of the (APPs);
- we correct or attach associated statements to your personal information in accordance with APP:13 of the (APPs); and
- we retain your information in our recruitment database with a view to presenting you with positions throughout your career you may be interested in. In the event you no longer wish to form part of our database and be considered for opportunities, please contact Zelda Recruitment via phone or email to advise, and we will destroy or de-identify your personal information provided that it is lawful for us to do so. We do not destroy or de-identify information that is contained in a Commonwealth record.

For Jobseekers / On-hire Employees / Staff

Types of information we collect and hold

The personal information that we collect and hold is information that is reasonably necessary for the proper performance of our functions and activities as a recruitment agency and career advisors.

The type of information that we typically collect, hold and use about jobseekers is information that is necessary; to assess amenability to work offers and work availability; to understand suitability for placements; to understand career ambitions and career path; to manage the performance in work obtained through us. This includes:

- contact information;
- full detailed resume;
- copies of academic qualifications;
- documentation regarding rights to work in Australia;
- reference checks;
- results from competency or aptitude assessments;
- employee information;
- work performance information;
- information about incidents in the workplace; and
- information submitted and obtained in relation to absences from work due to leave, illness or other causes.

In addition, we may collect and hold information regarding criminal history, medical history and psychological profile. We obtain your authorisation in these circumstances.

Purposes for which we hold personal information

Information that we collect, hold, use and disclose about jobseekers is typically used for:

- work placement operations;
- recruitment functions;
- employee management;
- career advice and assistance and career path management; and
- statistical purposes and statutory compliance requirements.

How we will collect information about you

Primarily we collect information about you directly from you when you register or update your details with ZR. This information is usually collected via email and is usually in connection with your application; your jobsearch progress or your employment with us.

We sometimes collect information from third parties and publicly available sources when it is necessary for a specific purpose such as checking information that you have given us or where you have consented or would reasonably expect us to collect your personal

information in this way.

We may also collect personal information about you from a range of publicly available sources including newspapers, journals, directories, the internet and social media sites. When we collect personal information about you from publicly available sources for inclusion in our records we will manage the information in accordance with the APPs [Privacy Fact Sheet 17](#) and our Privacy Policy.

Sometimes the technology that is used to support communications between us will provide personal information to us – see the section in this policy on [Electronic Transactions](#).

For Clients

Types of information we collect and hold

The type of information that we typically collect, hold and use about Clients / Client companies is information that is necessary to help us manage the presentation and delivery of our services and includes:

- contact information;
- employee information;
- information about incidents in the workplace; and
- information obtained to assist in managing client and business relationships.

Purposes for which we hold personal information

Personal information that we collect, hold, use and disclose about Clients is typically used for:

- client and business relationship management;
- recruitment functions;
- marketing services to you; and
- statistical purposes and statutory compliance requirements.

How we will collect information about you

In the course of our typical business operation we will collect personal information. We may also collect personal information about you from a range of publicly available sources including newspapers, journals, directories, the internet and social media sites. When we collect personal information about you from publicly available sources for inclusion in our records we will manage the information in accordance with the APPs [Privacy Fact Sheet 17](#) and our Privacy Policy.

For Referees

Types of information we collect and hold

The type of information that we typically collect and hold about Referees is information

that is necessary to help to make determinations about the suitability of one of our Jobseekers for particular jobs or particular types of work and includes:

- contact information; and
- completed reference checks.

Purposes for which we hold personal information

Personal information that we collect, hold, use and disclose about Referees is typically used for:

- to confirm identity and authority to provide references;
- Jobseeker suitability assessment; and
- recruitment functions and operations.

How we will collect information about you

We may also collect personal information about you from a range of publicly available sources including newspapers, journals, directories, the internet and social media sites. When we collect personal information about you from publicly available sources for inclusion in our records we will manage the information in accordance with the APPs [Privacy Fact Sheet 17](#) and our Privacy Policy.

Direct Marketing

We will engage in marketing unless you advise us otherwise. You may contact us to update your preferences in regards to communications at any time. You may elect to opt out from marketing communications at any time. Please be assured we comply with the requirements of the anti-spam legislation at all times.

From time to time we will communicate with you via telephone, email, SMS, mail or online about employment opportunities, market information, news worthy topics or items of interest and our services.

Photos & 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.

We do retain proof of eligibility to work in Australia and proof of identity and scan the identifying document and attach it to your personal file.

Our offices are located in premises where video surveillance for security purposes is operational and managed by the building owner and operator. These surveillance tools may capture images of you.

Our client companies / host employers may have video surveillance operational which may capture images of you.

Electronic Transactions

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; and provide payroll information.

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 the OAIC's resource on [Internet Communications and other Technologies](#)

You can contact us by land line telephone 07-3229 4999 or post if you have concerns about making contact via the Internet.

Our Information Record System and Security

We employ a range of methods to ensure we protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Your personal information is stored on our Client Relationship Management (CRM) system. We essentially operate a paperless office and any paper information is either destroyed appropriately or stored / archived in a secure manner. Confidentiality is retained at all times.

Security

The Personal information collected is stored on ZR's Information Technology (IT) systems. ZR takes steps to secure our IT systems both physically and electronically. ZR uses industry best practice recruitment software "FastTrack" secured with passwords. We also secure your information electronically with various layers of security from outside parties. We have firewall security, server password security and anti-virus software.

Our IT systems are located in our premises. Our office, when unattended is locked and our building has security also.

Disclosures

We may disclose your personal information for any of the purposes for which it is primarily held or for a lawful related purpose. We may disclose your personal information where we are under a legal duty to do so.

Disclosure will usually be:

- internally;
- to our Clients; and
- to Referees for suitability and screening purposes.

Related Purpose Disclosures

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:

- software solutions providers;
- IT contractors and database designers and Internet service suppliers; legal and other professional advisors;
- superannuation fund managers; and
- background checking and screening agents.

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.

Overseas Disclosure

It is not the plan, intention or practice of ZR to disclosure your personal informal to overseas recipients. Your personal information is stored securely in Australia and our business and disclosures are in Australia.

Access & Correction

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

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 confidentiality.

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

If you find that the personal information we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, please ask us to correct it by advising us. You may do this via the most practical means that suits the correction.

If we have disclosed personal information about you that is inaccurate, out of date, incomplete, irrelevant or misleading, you can ask us to notify the third parties to whom we made the disclosure and we will take such steps (if any) as are reasonable in the circumstances to give that notification unless it is impracticable or unlawful to do so.

Complaints

You have a right to complain about our handling of your personal information if you believe that we have interfered with your privacy.

If you are making a complaint about our handling of your personal information, it should first be made to us in writing.

You can make complaints about our handling of your personal information to our Quality Manager by email: talent@zelda.com.au marked *urgent*.

You can also make complaints to the [Office of the Australian Information Commissioner](#).

Complaints may also be made to [RCSA](#), the industry association of which we are a member.

The RCSA administers a Code of Conduct for the professional and ethical conduct of its members.

The RCSA Code is supported by rules for the resolution of disputes involving members.

When we receive your complaint:

- we will take steps to confirm the authenticity of the complaint and the contact details provided to us to ensure that we are responding to you or to a person whom you have authorised to receive information about your complaint;

- upon confirmation we will write to you to acknowledge receipt and to confirm that we are handling your complaint in accordance with our policy.
- we may ask for clarification of certain aspects of the complaint and for further detail;
- we will consider the complaint and may make inquiries of people who can assist us to establish what has happened and why;
- we will require a reasonable time (usually 30 days) to respond;
- if the complaint can be resolved by procedures for Access & Correction we will suggest these to you as possible solutions; and
- if we believe that your complaint may be capable of some other solution we will suggest that solution to you, on a confidential and without prejudice basis in our response.

If the complaint cannot be resolved by means that we propose in our response, we will suggest that you take your complaint to any recognised external dispute resolution scheme to which we belong or to the [Office of the Australian Information Commissioner](#).