

Privacy Policy

This Privacy Policy applies to all personal information collected by Voxx Recruitment Pty Ltd.

1. Introduction

Voxx Recruitment Pty Ltd ensures the protection of personal information in accordance with the Privacy Act 1988 and the Australian Privacy Principles. We will only collect information deemed reasonably necessary to perform the activities and functions as a recruitment agency.

For more information pertaining to the legality of this privacy policy and our compliance with the 13 Australian Privacy Principles set out in the Privacy Act 1988, visit www.oaic.gov.au/privacy/australian-privacy-principles.

2. Information we Collect and Hold

The type of personal information we collect and hold is information that is reasonably necessary for the proper performance of our functions and activities as a recruitment agency and is likely to differ depending on whether you are a:

- (a) Candidate
- (b) Referee
- (c) Referee

2.1 Candidates

The type of information that we generally collect and hold about candidates is that which is necessary to assess amenability to work offers and work availability; suitability for placements; or to manage the performance in work obtained through us. This includes:

- (a) General contact and identification details (e.g. name, address, phone number and email address);
- (b) Information about your education, work history, qualifications and skills;
- (c) Information about your career aspirations and preferences;
- (d) Information about your work rights and eligibility within Australia;
- (e) Information about your personality and character;

- (f) Sensitive Information (e.g. information about your health, medical history, criminal record and ability to undertake specific types of work), which will only be collected with your consent;
- (g) Information about past work performance and
- (h) Your tax file number and other relevant bank and superannuation account details

2.2 Clients

The type of information that we generally collect and hold about Clients is information that is necessary to help us manage the presentation and delivery of our services. This includes:

- (a) General contact and identification details (e.g. name, address, phone number and email address);
- (b) Information about current and previous employment;
- (c) Information about team structures, roles and incidents within the workplace;
- (d) Information about your business address, ABN and key personnel contact details;
- (e) Your opinion of prospective potential and/or successfully placed candidates and
- (f) Your opinion of Voxx Recruitment services

2.3 Referees

The type of information that we generally collect and hold about Referees is information that is necessary to help to make determinations about the suitability of one of our candidates for particular jobs or particular types of work. This includes:

- (a) General contact and identification details (e.g. name, address, email address and phone number);
- (b) Information about your current and past employment and
- (c) Your opinion of prospective and/or successfully placed candidates

3. Purpose of Collecting Personal Information

The purpose for which we collect, hold, use and disclose your personal information is likely to differ depending on whether you are a:

- (a) Candidate
- (b) Client
- (c) Referee

Please also see our policy on Direct Marketing and Overseas Disclosures.

3.1 Candidates

The personal information that we collect, hold, use and disclose about candidates is typically used for:

- (a) Work placement operations;
- (b) Recruitment functions
- (c) Training
- (d) Workplace health and safety and
- (e) Statistical purpose and statutory compliance requirements.

3.2 Clients

The personal information that we collect, hold, use and disclose about clients is typically used for:

- (a) Client and business relationship management;
- (b) Recruitment functions;
- (c) Review of workplace operations and health and safety management
- (d) Marketing services to you and
- (e) Statistical purpose and statutory compliance requirements.

3.3 Referees

The personal information that we collect, hold, use and disclose about referees is typically used for:

- (a) To confirm identity and authority to provide references;
- (b) Candidate suitability assessment and
- (c) Recruitment functions

3.4 Policy on Direct Marketing

The personal information that we collect, hold, use and disclose may also only be used by Voxx Recruitment to inform you about:

- (a) Job vacancies
- (b) Market and industry news
- (c) Relevant promotions

We are compliant with the *Spam Act 2003* regarding anti-spam laws within Australia.

An option to 'Unsubscribe' will be available in all mass email campaigns. If the candidate, client or referee elects not to be contacted again, they can select this option. Should you wish to change your communication preferences in relation to receiving direct marketing, please contact us directly.

4. How Personal Information is Collected

The method to which personal information is collected is likely to differ depending on whether you are a:

- (a) Candidate
- (b) Client
- (c) Referee

We may collect information from third parties and publicly available sources where it is reasonably necessary to perform a specific recruitment function. Sensitive information is only collected with consent and where it is necessary for the performance of our functions as a recruitment agency.

We may collect personal information from support communication tools as well as from photographs and images. Please see our policy on Electronic Communication Tools and Photographs and Images.

4.1 Candidates

Personal information will be collected from you directly when you complete an application form or communicate with us that you are seeking our services. Personal information may be collected from candidates when:

- (a) You submit an application form or resume through our website or a third party website;
- (b) We communicate or interview in person, over the phone or video conference
- (c) We receive reference checks from previous or current employers, work colleagues, professional associations or registration bodies (sort after only with your consent)

- (d) We receive medical records or criminal history checks (sort after only with your consent)
- (e) We receive results from a competency tests which you participate in;
- (f) We receive a complaint from or about you in the workplace
- (g) We receive information relating to your employee benefits
- (h) We receive information about a workplace accident which you were involved and
- (i) We receive 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.

We may also collect personal information about you from publicly available sources including the internet and social media websites. When we collect personal information from public sources, we will manage the information in accordance with the Australian Privacy Principles and our Privacy Policy.

4.2 Clients

Personal information may be collected from clients when:

- (a) You provide it to us for recruitment purposes

We may also collect personal information about you from publicly available sources including the internet and social media websites. When we collect personal information from public sources, we will manage the information in accordance with the Australian Privacy Principles and our Privacy Policy.

4.3 Referees

Personal information may be collected from referees when:

- (a) We are checking candidate references and their information with you

We may also collect personal information about you from publicly available sources including the internet and social media websites. When we collect personal information from public sources, we will manage the information in accordance with the Australian Privacy Principles and our Privacy Policy.

4.4 Electronic Communication Tools

We may collect personal information via electronic communications tools. This includes when you:

- (a) Request to receive emails
- (b) Request to receive job vacancies

- (c) Submit a resume by email or through the website
- (d) Register as a user to access our recruitment facilities (e.g. job notification board, timesheets, payroll portal)

Please contact us via phone if you have concerns with providing your personal information via the internet.

4.5 Photographs & Images

We may request a photograph or image of your personal identification where it is necessary to do so and with your full consent. This material will only be requested where it is necessary to do so to perform recruitment operations. Where you request for us to remove your photograph or image, we will ensure it is destroyed.

5. How Personal Information is Held

Personal information is held in our Information Record System. We will store the personal information for use or disclosure towards any recruitment purpose where it is necessary to do so. We will ensure your personal information is protected against any misuse, interference or loss. We will also ensure that it is protected from unauthorised access modification or disclosure. Personal information will be de-identified or destroyed when such data is no longer needed for any purpose for which it may be used or disclosed.

5.1 Information Record System

Our online Information Record System is a recruitment CRM system that stores data electronically. Information is stored on a secured file hosting service which is only accessible to staff via their private log-in credentials.

5.2 Information Security

Personal information held in our online Information Record System is protected using multi-factor authentications and firewalls. We take all reasonable steps to ensure the information provided to us remains secure and confidential.

6. Disclosure

Personal information may be disclosed for any purpose for which it is held or for a related purpose where lawfully permitted. Disclosure may occur for internal operations, with clients to fill job vacancies or with referees for suitability and screening purposes.

6.1 Related Purpose Disclosure

We may also disclose personal information for a related purpose. Disclosure to contracted service suppliers may include IT suppliers and background checking agencies. We will take reasonable steps to ensure the privacy of your personal information.

6.2 Overseas Disclosure

Personal information may be disclosed to overseas recipients for recruitment purposes only. Our recruitment services may span over jurisdictions. Therefore, your personal information may be shared outside of the country which you are located.

7. Access & Correction

Subject to some exceptions set out in privacy law, you can gain access to the personal information that we hold about you. For any requests for access or correction, we will require to verify your identity first. If you seek to access your personal information, kindly contact us and we will arrange its provision. If you discover that personal information we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, you can ask us to correct it by contacting us. We will endeavour to respond and resolve all access and correct requests within 10 business days.

8. Complaints

If you would like to make a complaint to us about the handling of your personal information, we request it be done in writing. You have a right to complain about our handling of your personal information if you believe that we have interfered with your privacy. We will take reasonable steps to deliver a solution to your complaint within 30 business days. There may be circumstances where this is not possible due to the contents of your complaint. Where this occurs, we will respond to the complaint within a reasonable

and practical timeframe. If you are not happy with the outcome of your complaint, we suggest that you take your complaint to the Office of the Australian Information Commissioner.

9. Cookies

Our website uses cookies to improve user experience. Cookies are small text files stored on a site visitor's browser. They are widely used to support websites work and improve their usability. You can turn off cookies by selecting the appropriate settings in your browser. Please note, that this may jeopardise the full functionality of our website. For more information on the relevant cookies we use, please see 'Cookies and Your Wix Site' at www.support.wix.com.

10. Contact Us

If you have any questions concerning this privacy policy including how we collect, hold, use and disclosure your personal information, kindly contact us. We can be contacted via email at contact@voxxrecruitment.com.au.

Voxx Recruitment is compliant with the Notifiable Data Breach Scheme. In the event of a data breach likely to result in serious harm, we will notify effected individuals via the Office of the Australian Information Commissioner.

11. Updates to Privacy Policy

Please note that this Privacy Policy may be updated to reflect any changes in the way we handle your personal information or to comply with amendments to applicable law. We suggest that you review our privacy policy regularly should any changes be made.