

Privacy Policy

At times, the Symmetry HR (the Company) may be required to collect, hold, use and/or disclose personal information relating to individuals (including, but not limited to, its customers, contractor, suppliers and employees) in the performance of its business activities.

The Company manages information as an APP entity, under the Australian Privacy Principle (APPs) www.oaic.gov.au/privacy/privacy-resources/privacy-fact-sheets.

We are a contracted service provider to a range of Private, Public and Government Agencies and as such it is necessary for us to collect and manage personal information.

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

This statement sets out how Symmetry HR aims to protect the privacy of your personal information, your rights in relation to your personal information managed by Symmetry HR and the way Symmetry HR 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 Symmetry HR, Symmetry HR's handling of such personal information may no longer be governed by the Privacy Act and this statement will no longer apply to you. We will nevertheless treat personal information we hold about its employees appropriately in the circumstances.

In the event that we are contracted to provide services to a Commonwealth, State or Territory government agency, it may become necessary to collect and manage personal information as an Agency under different privacy arrangements.

This policy acknowledges that the purposes, for which we collect, hold, use and disclose your personal information is likely to differ depending on whether you are:

- a Work seeker
- a Client
- a Referee

This policy encompasses all of the above categories.

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

What is Personal Information?

Personal information means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Notification of Collection of Personal Information

Personal information will be collected by Symmetry HR for our use and on behalf of other members of the Symmetry Human Resources Group who might require access to your personal information in connection with our business.

Types of Personal Information Collected and Held:

Personal information that we collect and hold usually falls into the following categories:

- **Candidate:** the Company may collect and hold information including your name, address, email address, contact telephone number, gender, age, employment history, references, resume, medical history, emergency contact, taxation details, qualifications and payment details.
- **Customer:** if you are a customer of the Company, the Company may collect and hold information including your name, address, email address, contact telephone number, gender and age.
- **Referee:** if you are a referee of a candidate being considered for employment by the Company, the Company may collect and hold information including your name, contact details, current employment information and professional opinion of candidate.
- **Sensitive information:** the Company will only collect sensitive information where you consent to the collection of the information and the information is reasonably necessary for one or more of the Company's functions or activities. Sensitive information includes, but is not limited to, information or an opinion about racial or ethnic origin, political opinions, religious beliefs, philosophical beliefs, membership of a trade union, sexual preferences, criminal record, health information or genetic information.

Other information collected by the Company may include:

- 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.
- Opinions of others about your work performance (whether true or not) which will be collected with your consent.
- 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 to online testing carried out on Symmetry HR's behalf by other providers.
- Any personal information relevant to any training programs you undertake.
- Suggestions of other training you may 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.
- Passport and/or Visa information necessary to verify your eligibility to work within Australia.
- Work performance information.
- Information about incidents in the workplace.
- 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.
- Any workplace rehabilitation
- Identification of training needs
- Statutory Compliance obligations
- Insurance claim

How your information is 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 Symmetry HR'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 provider's on Symmetry HR's behalf.
- 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.

Why is Personal Information Collected?

The Company will collect personal information if it is reasonably necessary for one or more of its functions or activities.

The main purposes for which the Company may collect, hold, use and/or disclose personal information may include but are not limited to:

- recruitment functions;
- customer service management;
- training and events;
- surveys and general research; and
- business relationship management.

The Company may also collect, hold, use and/or disclose personal information if you consent or if required or authorised under law.

It is important that you understand risks associated with the use of the internet. Please refer to the OAIC information on internet communication and technology. www.oaic.gov.au/privacy/privacy-topics/internet-communications-and-other-technologies.

Other reasons your personal information may be collected:

Symmetry HR collects, holds, uses and discloses your personal information where it is reasonably necessary for the purposes of providing you with 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 Symmetry HR.
- Your actual or potential work placements with clients of Symmetry HR.
- Undertaking performance appraisals in relation to your former or current work placements with clients of Symmetry HR.
- 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 Symmetry HR.
- 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 Symmetry HR 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 Symmetry HR.

- Any insurance claim or proposal in which Symmetry HR is involved by virtue of your current or previous work placements with a client of Symmetry HR.
- You being offered career transition services upon termination of your employment with your current or ex-employer; and/or assessing training needs.

Your Personal Information May Be Disclosed to:

- Potential and actual employers and clients of Symmetry Human Resources Group;
- Referees;
- A person who seeks a reference about you;
- Other members of the Symmetry Human Resources Group as listed above;
- 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;
- A parent, guardian, holder of an enduring power of attorney (or like authority) or next of kin whom we may contact in any case in which consent is required or notification is to be given and where it is not practicable to obtain it from or give it directly to you;
- Any person with a lawful entitlement to obtain the information.

Cross Border Data Flows

We cannot guarantee that any overseas recipient of your personal information will protect it to the standard to which it would be protected in Australia. The costs and difficulties of enforcement of privacy rights in foreign jurisdictions and the impracticability of attempting to enforce such rights in some jurisdictions will, mean that in some instances, we will need to seek your consent to disclosure into a jurisdiction in place of seeking an assurance of protection from the overseas jurisdiction.

Direct Marketing

Symmetry HR 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 Symmetry HR 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

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

Symmetry HR will destroy or de-identify personal information in circumstances where it is no longer required, unless SYMMETRY HR 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 Symmetry HR:

Symmetry HR 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 Symmetry HR. If at any time you would like to access or correct the personal information that Symmetry HR holds about you, or you would like more information on Symmetry HR's approach to privacy, please contact Symmetry HR via the contact details set out below. Symmetry HR 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.
- Symmetry HR requests that you be reasonably specific about the information you require; and
- Symmetry HR may charge you a reasonable administration fee, which reflects the cost to Symmetry HR for providing access in accordance with your request.

Symmetry HR will endeavour to respond to your request to access or correct your personal information within 30 days from your request. If Symmetry HR refuses your request to access or correct your personal information, Symmetry HR will provide you with written reasons for the refusal and details of complaint mechanisms. SymmetryHR will also take steps reasonable in the circumstance to provide you with access in a manner that meets your needs and the needs of Symmetry HR.

Inquiries and Complaints

You can make further inquiries or complaints about our privacy policies to our Privacy Coordinator via email at privacy@symmetryhr.com.au

You can also make complaints to the Office of the Australian Information Commissioner – www.oaic.gov.au/privacy/privacy-complaints.

Last Reviewed: September 2020