



Construction
Civil & Rail



Trade
Services



Mining Resources
& Energy



Maintenance



Cleaning



Landscaping



Science &
Technology



Hospitality



Labour Hire



Recruitment



Traffic
Management



Health



Privacy Policy

Protecting your privacy

New Start Australia Pty Ltd (**New Start**) is committed to maintaining a high standard of service to you, the service providers and to its clients.

New Start is committed to protecting your privacy and the privacy of personal information provided to us. We believe that privacy is an individual right and that the protection of this privacy is inherent to our daily business.

We comply with the relevant Australian Privacy Principles (APPs) set out in the *Privacy Act 1988 (Cth)*. This policy specifies outlines how we manage privacy protection of your personal information.

What personal information do we collect and why we need to use

We collect personal information necessary to achieve our business purposes which involves the provision of recruitment services. We need to collect a broad range of personal information (such as name, date of birth and other contact details) from our clients, prospective clients, candidates, online users, prospective candidates and people who interact with our clients and candidates such as health professional.

At times the information collected may be of a sensitive nature (such as health information, personal information collected for purposes of undertaking working with children background checks, applicant identification and criminal record checks). When we do need to collect this information we always do so with the individuals' consent.

The information is collected verbally via telephone, online or in person and documented on forms and systems covered by New Start's procedures and in line with New Start's Integrated Management System.

We use personal information only for the purpose for which it is collected. We do not and will not disclose or use sensitive information without the individual's confirmation of or written consent. No party will use information obtained within the workplace to gain a personal advantage including financial advantage.

If we are involved in training (for example work health and safety workshops) or wish to receive feedback we may ask people about their experiences with our services. Before asking an individual to participate we will ask them to sign a consent form.

If you agree to participate in the training or provision of feedback your name and other personal details may be collected. We will always tell you what type of details we collect when we ask you to participate. You may opt out from participating in such projects by notice to us at any time.

You may also choose to participate in the provision of feedback on an anonymous basis or using a pseudonym.

If we use your image or name on in our promotional material, we will obtain your prior written consent. From time to time, we may collect, use and disclose personal information for quality assurance, risk management, billing and administrative purposes.

From time to time, we may collect, use and disclose personal information for quality assurance, risk management, billing and administrative purposes.

Online Users

To the extent that this privacy procedure applies to online privacy issues, it is to be read as forming part of the terms and conditions of use for the New Start Website

Type of Information collected:

- Contact Details (name, address, phone numbers, email)
- Server address, browser type, date, and time of visit
- Any personal information chosen to be released for an enquiry

Purpose for which New Start uses the information

- To process service enquires, applications or registrations
- To analyse website usage and make improvements to the website
- New Start does not match the personal information collected with the non-personal information

The website may from time to time contain links to other websites. New Start stresses that when an online user accesses a website that is not the New Start website, it may have a different privacy procedure. To verify how that website collects and uses information, the user should check that particular websites procedure.



Construction
Civil & Rail



Trade
Services



Mining Resources
& Energy



Maintenance



Cleaning



Landscaping



Science &
Technology



Hospitality



Labour Hire



Recruitment



Traffic
Management



Health

How do we collect the personal information

Information may be collected in person, in writing, by telephone, through our website and by other electronic communication channels. We collect this information through our staff and through our contracted agents and other service providers. Wherever practicable, we will ask you for the information directly.

We may need to obtain personal information from others to ensure that we are fully informed in relation to the issues that we need to address.

When accepting a request, instructions or involvement, we require an undertaking that personal information provided has been collected in accordance with the Privacy Act and that they will similarly protect the privacy of any personal information we supply to them.

We collect personal information when recruiting staff or when people approach us expressing an interest in working with us. This information may be collected through material submitted to us, interviews and discussions with the person concerned or others nominated by that person.

We may also collect personal information through events that we hold or are involved in, such as seminars, workshops or other promotional activities.

If you agree to be contacted about future opportunities for which you may be eligible, we may place your name and contact details onto our internal database. At any time, if you no longer wish to receive information just let us know and we will remove your details from that database.

Why you may have received one of our publications and direct marketing

If we have met you or have done business with you, we may add your name and contact details to our direct marketing list.

To keep you up to date with our services we may place you on a mailing list. At any time, if you no longer wish to receive information just let us know and we will remove your details from the mailing list.

We also comply with the “do not call register.”

Disclosure of personal information

We only use personal information for the purposes for which it was given to us, or for purposes which are related to one of our functions or activities.

We do not sell or trade personal information, or allow third parties to use that personal information for their own purposes.

Unless we are required to provide your personal information to others by law, by court order or to investigate suspected fraud or other unlawful activity, your information will only be seen or used by persons working in or for New Start. These people will include our staff, administrative staff, agents or contractors.

Some personal information may be shared between the New Start and our clients, candidates or third parties such as government agencies where the use of the information is directly related to the purpose for which it was collected and within the reasonable expectations of the individual concerned. If we share your personal information with our clients or candidates or others we interact with, we will let you know.

We may disclose personal information as required or permitted by law or with your prior consent.

Security of Personal Information:

We take all reasonable steps to secure your personal information. Our information systems and files are kept secured from unauthorized access and our staff and contracted agents and service providers have been informed of the importance we place on protecting your privacy and their role in helping us to do so. Information will be stored and disposed of in a secure environment, which may only be accessed by authorized personnel.

Although we will endeavor to protect your personal information, we are unable to guarantee that any information you transmit to us over the internet is 100% secure. Any information you transmit to us over the internet is conducted at your own risk.

Access to Information:

Subject to any legal restrictions, we are happy to advise you what personal information we hold about you and provide access to that personal information upon written request by you. If your request is particularly complex or requires detailed searching of our records, there may be a reasonable cost to you in order for us to provide this information.

Corrections of Information:

If you believe that the information we hold in our records about you is inaccurate, incomplete or out of date please let us know in writing and we will be happy to investigate and correct any inaccuracies.



Construction
Civil & Rail



Trade
Services



Mining Resources
& Energy



Maintenance



Cleaning



Landscaping



Science &
Technology



Hospitality



Labour Hire



Recruitment



Traffic
Management



Health

Do we send information overseas?

We do not usually send personal information out of Australia. If we are otherwise required to send information overseas we will take measures to protect your personal information. We will protect your personal information either by ensuring that the country of destination has similar protections in relation to privacy or that we enter into contractual arrangements with the recipient of your personal information that safe guards your privacy

Breach of Privacy – Complaint

- If you have provided us with personal and sensitive information, or we have collected and hold your personal and sensitive information, you have a right to make a complaint and have it investigated and handled under this procedure
- Privacy complaints related to any concern that you may have regarding New Start's privacy practices or our handling of your personal and sensitive information
- All complaints will be logged on our database
- We will keep a record of your complaint and outcome
- The goal of this procedure is to achieve an effective resolution of your complaint within a reasonable timeframe, or as soon as reasonably practicable However if the matter is complex the resolution may take longer
- If you believe that any member of the staff, management or Board of New Start has broken procedure in regards to privacy they have a right to make a complaint to the General Manager
- If a staff member believes another employee has broken this procedure in regards to privacy they have the right to make a grievance to the General Manager
- We will be unable to deal with anonymous complaints. This is because we are unable to investigate and follow up such complaints.
- However in the event that an anonymous complaints received we will note the issues raised and where appropriate try and investigate and resolve them appropriately

Daniel Phillips
Managing Director
Dated February 2018

Notifiable Data Breaches

- New Start is committed to complying with the *Privacy Amendment (Notifiable Data Breaches) Act 2017* (Cth), and our requirements under the Notifiable Data Breaches Scheme.
- When New Start is aware of reasonable grounds to believe a data breach – that is subject to the Notifiable Data Breaches Scheme – has occurred, New Start will promptly notify both the individual and the Australian Information Commissioner.

Our contact details are:

Ph: 1300 399 306

Email: info@newstartau.com.au

Post: PO Box 525 Ettalong Beach NSW 2257

If you have any concerns about how we deal with privacy issues you can contact us or the Office of the Australian Information Commissioner:

<http://www.oaic.gov.au/privacy/privacy-complaints>

Effect of Policy:

The policy may be subject to change from time to time. If you use our services we will provide you with an updated policy.