

PRIVACY POLICY

Introduction to Privacy Policy

Advanced Client Services (ACS) has always respected the privacy of our candidates. Federal legislation formalises the rights for privacy and access to “personal and sensitive information” for people in their dealings with the vast majority of business in Australia.

While ACS specialises in Permanent Recruitment, ACS may at some future stage engage in Temporary or Contract Recruitment, thus our Privacy Policies, Collection Statement, Procedures and Training etc reflect these future business plans.

TYPE OF PERSONAL INFORMATION HELD

The term “personal information” can be confusing. ACS will only collect from candidates and about candidates the type of information that a reputable firm would normally collect in the course a person’s application for employment.

The types of personal information that ACS will collect and hold usually falls into the following categories:

- Candidate Information submitted and obtained from the Candidate and other sources in connection with applications for work (eg reference reports, skill & psychological tests etc);
- Work performance information;
- Information about incidents in the workplace;
- Staff information;
- 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;

PURPOSES FOR WHICH WE HOLD PERSONAL INFORMATION

Once ACS has collected this information about a candidate ACS will hold this information primarily for the following purposes:

- Placement operations;
- Recruitment;
- Staff management;
- Training;
- Client and business relationship management;
- Marketing;
- Evaluating our business activities and effectiveness.

DISCLOSURES

To be able to assist a candidate in the process of securing suitable employment (permanent or temporary), ACS may disclose a candidate's personal information for the purposes for which it is primarily held or for a related secondary purpose.

In some cases ACS may only disclose information with the candidate's consent.

ACS may disclose a candidate's personal information where ACS is under a legal duty to do so, including circumstances where ACS is under a lawful duty of care to disclose information.

CONTRACTORS

ACS contract out a number of services from time to time. Our contractors may see some of your personal information. Typically our contractors would include:

I.T. contractors and database designers;

People assisting in database entry and maintaining the databases as accurate and up to date.

INQUIRIES AND COMPLAINTS

ACS respects the rights of every candidate to have access to their information. ACS also welcomes any concerns or complaints that candidates may have about their personal information that we hold.

You can make further inquiries or complaints about our privacy policies or the information that ACS holds about you to our Privacy Co-ordinator whose contact details are:

Mr. Adrian Nolan

Privacy Co-ordinator

Advanced Client Services Pty Limited

P O Box 639, North Sydney

Ph + 61 2 9959 1950

Fax + 61 2 9959 1979

privacy@acs.com.au

You can also make complaints to the Office of the Federal Privacy Commissioner.

ACCESS

Subject to some exceptions that are set out in the National Privacy Principles, you can gain access to the personal information that ACS holds about you.

ACS does refuse access if it would interfere with the privacy rights of other person's or if it would breach any confidentiality that attaches to that information.

If you wish to obtain access to your personal information you should contact our Privacy Co-ordinator. You will need to be in a position to verify your identity.

ACS might impose a moderate charge in providing access. Our Privacy Co-ordinator would discuss these with you.

You should also anticipate that it may take a little time to process your application for access as there may be a need to retrieve information from storage and review information in order to determine what information may be provided.