

## Privacy Policy

We respect your personal information, and this Privacy Policy explains how we handle it.

Our Privacy Policy is all about personal information – all the things we know about you. Because your information is so important to us, we'll always be honest and transparent about how we handle it.

The Policy explains how we collect your personal information, what we do with it, and, most importantly, how it's protected.

Every day we're using personal information when we employ and place people, and provide service to our customers.

### **WHY WE COLLECT PERSONAL INFORMATION**

We collect personal information from you when it is necessary for a business purpose.

We collect the information to enable us to supply you with the services or employment that you have asked for.

Other reasons we collect personal information are to:

- Understand you, and how we can meet your specific employment needs,
- So we can fulfill our responsibilities as an employer,
- Understand your specific service requirements,
- Manage our business,
- Comply with our legal obligations.

### **THE TYPE OF INFORMATION WE COLLECT**

We collect personal information like your name, address, date of birth, gender, occupation, location, contact details, qualifications, payment details, financial information, and information during the recruitment and employment process.

We collect this information in the following ways:

#### **What we collect directly from you.**

We collect most personal information directly from you. For example, you might fill out a form in our office, on one of our work sites, or give it to one of our representatives on the phone.

Of course, you can choose not to provide your personal information or may just want to deal with us anonymously. If this happens, we may not be able to provide you with employment or the service you've asked for, or give you the level of service you expect.

#### **What we collect while you are with us.**

We also collect personal information during our relationship with you. For example, we may collect personal information:

- When you change employment or residential location,
- When your employment status changes,
- When you alter the services that you request.

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### What we collect from your online activity.

Our websites and apps use cookies and other digital identifiers. These include:

- Site performance identifiers: these give us information about how our websites or apps are used. This helps us provide you with a more user-friendly experience.
- Analytics cookies: we use these to gather statistics about our site and apps. For example, they help us monitor how many users are on the site or app, and what sections are most popular.

It's important to know you can clear cookies or digital identifiers from your device and also disable future use of them by changing the security settings on your web browser. However, doing this might mean that parts of our websites and apps may not work as they should.

### What we collect from others.

Any information we need from others (eg: Passport or immigrations details) is only collected with your permission.

### Sensitive personal information.

When we talk about sensitive information, we mean details about your race, ethnicity, politics, religious or philosophical beliefs, sexual preferences, health, genetics.

Generally speaking, we don't need sensitive information about you, unless they are relevant to your specific employment.

There may be times when you choose to tell us about your health, and sensitive information that may or may not be relevant to your employment.

Remember, this kind of information will only be collected with your permission, and we will only use it for the purpose for which you provided it.

## WHO WE WORK WITH

SECUREcorp is made up of a group of separate entities and we may share your personal information within the SECUREcorp group.

We also work with a number of other companies, and in certain circumstances may share some personal information with them too.

### The SECUREcorp group

Different companies within the SECUREcorp group provide different services. The SECUREcorp group includes specific operating and management entities, in various geographic locations and undertaking specific activities and services.

### Parties we work with

We sometimes team up with other companies to offer services or products. If you under take work that is delivered on the site of one of our partners, we'll give them the personal information they need to provide the service or products, and to manage their relationship with you. In these circumstances, we have arrangements in place with our partners that limit their use or disclosure of your personal information to these purposes.

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### Outsourcing

SECUREcorp group work with third parties to provide some types of sales, business and customer support. They do not have access to systems that include your personal information. However if any do or personal information is provided to them for business purposes, these companies are subject to strict controls that protect your information from unauthorised use or disclosure, and limit their access to your personal information to the extent necessary to do their job.

### Access to personal information from overseas

The SECUREcorp group maintains effective control of your information at all times, including by ensuring that if any parties located overseas they are subject to strict controls that limit access and subsequent handling of your information to the extent strictly necessary to perform the relevant function and protect your information from unauthorised use and disclosure.

### Legal obligations and other privacy exceptions

We give access to personal information where we are permitted or obliged to do so by Australian law. For example, in some circumstances we will use or disclose personal information to react to unlawful activity, serious misconduct, or to reduce or prevent a serious threat to life, health or safety. We are obliged to cooperate with law enforcement bodies in some circumstances. We may disclose personal information when we receive an access request or warrant that is authorised under Australian law.

### Others

We will only disclose personal information to others if you've given us permission, or if the disclosure relates to the main reason we collected the information and you'd reasonably expect us to do so.

You can get access to personal information we hold about you, ask us to correct it, or make a complaint, as described elsewhere in this policy.

## SECURITY

Security of your personal information is extremely important to us. We are committed to protecting your personal information.

Some of the security measures we use include:

- Confidentiality requirements of our employees
- Only giving access to personal information to a person who is verified to be able to receive that information, for the purpose of performing their working responsibilities.
- Document storage security policies
- Control of access to our buildings
- Security measures for access to our systems, including but not limited to:
- Firewalls and access logging tools that protect against unauthorised access to your data and our network.
- Secure work environments and workflow systems that prevent unauthorised access and copying of your personal information.
- Secure server and closed network environments.
- Encryption of data in transit.
- Virus scanning tools.

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- Management of access privileges, to ensure that only those who really need it can see your personal information.
- Ongoing training and security reviews.

These measures are robust, but security risks do change. We will remain vigilant in our efforts to protect your personal information.

### HOW TO ACCESS YOUR PERSONAL INFORMATION

If you ask us, we will usually give you access to the personal information we hold about you. We will always confirm your identity before giving access to your personal information.

You can ask for access by calling us on 03 8527-8888. It will really help if you tell us what you're looking for.

There are circumstances under Australian privacy laws where we may not give you access to the personal information we hold about you. For example, we can't give you access if it would unreasonably affect someone else's privacy or if giving you access poses a serious threat to someone's life, health or safety.

There is generally no cost for accessing the personal information we hold about you, unless the request is complex or resource intensive. If there is a charge, it will be reasonable and we will let you know what it is going to be so that you can agree to it before we go ahead.

### QUALITY OF PERSONAL INFORMATION

We aim to keep the personal information we hold about you accurate, up-to-date and complete. If you think our records need to be corrected, please contact us via email [info@securecorp.com.au](mailto:info@securecorp.com.au) , or call us on 03 8527-8888.

We encourage you to update your details with us so we can deliver better service to you, and so the others we work with (like emergency services) have access to the information they need to do their job.

### GETTING IN TOUCH

We recognise that your personal information is important to you, so please let us know if you have any questions or concerns about this policy or our practices.

You can get in touch with us by:

Email:

[info@securecorp.com.au](mailto:info@securecorp.com.au)

Phone:

03 8527- 8888

Mail:

SECUREcorp  
11 Compark Circuit,  
MULGRAVE VIC 3170

## Privacy Policy

You can find out more about our complaint process and complaint handling policy at [www.securecorp.com.au](http://www.securecorp.com.au). If you make a complaint about privacy, we will acknowledge receipt of your complaint, and try to investigate and respond to you within 30 days.

### CHANGES

We'll amend this policy if our practices change. Details of recent amendments and the date they were made will be detailed below.

