



## PRIVACY POLICY SUMMARY

This summary explains how we handle personal information individuals, including clients, job applicants, contractors, visitors to our premises or those of our clients or business partners, and users of our website. This summary also applies to our employees to the extent authorised by privacy law and should be read together with any employee-specific policies. More information can be found in our main **Privacy Policy**.

**Personal information:** Personal information refers to information that identifies you (e.g. name, address). It also includes 'sensitive information', which is certain information about your health, ethnic origin, political opinions, trade memberships, religious beliefs, sexual orientation, criminal history, genetic or biometric information.

**Collection:** We only collect what we need to run our business and meet legal and regulatory obligations. Sensitive information may also be collected with your consent or where required or authorised by law. We generally collect personal information directly from you when you interact with us, but we may also collect it from third parties and other sources where required or authorised by law.

**Use/disclosure:** We usually use/disclose your personal information for the purpose for which it was collected (e.g. providing our services, assessing job applicants, reviewing incidents, engaging with service providers/regulators). In certain circumstances, we may use/disclose your personal information for a different purpose to that for which it was collected. These include where you have provided your consent, where we are authorised or required by or under law, or where you would reasonably expect us to use/disclose your personal information for a different but related purpose (or, in the case of sensitive information, directly related to the primary purpose of collection). One example of a secondary use/disclosure of your personal information may be for the purpose of meeting our client's site access or work health and safety requirements.

**Overseas Disclosure:** We generally only disclose personal information overseas when necessary for IT systems or service providers and take reasonable steps to ensure recipients comply with Australian privacy law, unless they are already subject to similar legal obligations.

**Automated Decisions:** We may use automated systems to identify or flag potential safety or policy issues, but a human reviews all outputs before a final decision is made.

**Security:** We take reasonable steps to protect the personal information we hold from both internal and external threats through access security and monitoring controls. This includes secure storage systems, restricted access, and cybersecurity measures. When personal information is no longer needed, or when we are lawfully authorised or required to do so, we destroy it in a secure manner or take steps to de-identify it.

**Access & Correction:** You have the right to request access to the personal information we hold about you and to ask us to correct it if you believe it is inaccurate, incomplete, or out of date. Generally, we will provide you with access and take reasonable steps to correct your information if we consider it incorrect, unless there is a valid reason for us to refuse, or we are authorised or required by law not to provide access or make the correction. To make a request, please contact us using the details provided below.

**Complaints:** If you are unhappy with how we handled your personal information, you can complain to us using the details provided below. If you believe we have not adequately dealt with your complaint, you can contact the Office of the Australian Information Commissioner ([www.oaic.gov.au/contact-us](http://www.oaic.gov.au/contact-us)).

## EXAMPLES OF WHEN WE HANDLE PERSONAL INFORMATION

To the extent permitted by law, we generally collect, use, and disclose personal information in circumstances such as:

Who	What	Why	Disclosures
Clients	Name, contact details, business information, billing details, records of communications/service transactions.	To provide our services, manage accounts, send invoices, communicate about with you about our work and events, and to meet legal requirements.	Our employees and contractors (as appropriate), IT/software service providers, regulatory authorities (if necessary).
Job Applicants	Name, contact details, CV/resume, qualifications/licences, employment history, health information, government identifiers (e.g. drivers' licence), criminal history, referee details.	To assess suitability for employment and manage recruitment processes.	Our employees (as appropriate), referees, medical assessment service providers, background check providers, regulatory authorities (if necessary).
Employees	Name, contact details, payroll details, health and lifestyle information, government identifiers (including tax and superannuation information), emergency contacts, performance records, site access records, incident information, workers compensation information, criminal record history, biometric data (if applicable).	To manage employment, administer payroll and compliance, and comply workplace regulatory requirements.	Our employees (as appropriate), clients, referees, medical assessment service providers, background check providers, government agencies (e.g. ATO, super funds), IT service providers.
Contractors	Name, contact details, payroll details, qualifications, health/lifestyle information, government identifiers (e.g. tax and superannuation), insurance information, performance records, site access records, incident records, biometric data (if applicable).	To manage contracts and process payments.	Our employees (as appropriate), clients, government agencies (e.g. ATO, super funds), insurers, regulatory authorities (where necessary), IT service providers.
Service Providers	Contact details, banking information, worker information.	To engage/manage third-party services and process payments.	Our employees and regulators as needed.
Website Users	IP address, device details, browsing activity, cookies, and content in digital forms.	To improve our website, track usage.	Our employees and regulators as needed.