



Policy	Privacy Policy
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Policy Statement

Zoom Recruitment is committed to protecting and respecting the privacy of those that interact with us.

We only collect required information to ensure we can correctly identify how we can best support your requirements, whether this is applying for a role or your interest in our services.

Zoom Recruitment Privacy Policy outlines our ongoing obligations to you in respect of how we manage your Personal and Sensitive Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). These principles govern the way in which we collect, use, disclose, store, secure and dispose of Personal and Sensitive Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

Purpose

The purpose of this privacy policy is to explain how Zoom Recruitment will deal with and protect personal and sensitive information of any person working at Zoom (our people), anyone seeking to work with us (candidate) and any of our clients and/or partners.

Scope

This Policy applies to all our people including external workforce, casuals, contractors (contracted or self-employed), potential employees and third parties (including clients, suppliers, contractors, and host employers of Zoom).

Policy Details

This policy describes your privacy rights in relation to the information about you that we collect and how we protect this personal and sensitive information.

Collection of information

Zoom Recruitment will only collect information that is necessary for recruitment or the management of the employment relationship and to provide workforce solutions for our clients and that we are lawful allowed to collect.

Where it is reasonable and practicable to do so, we will collect information about an individual from that person directly. If we collect information from third parties we will, unless impractical to do so, inform the individual concerned and give them an opportunity to validate the information collected.

Personal Information

In the course of these activities, Zoom may collect or generate the following personal information, either directly from yourself or, with your permission or as required by law, from third parties:

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- Your name, address and contact details, including copies of documents to verify your identity and right to work in Australia, such as driver’s licences or passports
- Your employment and education history, including documents to verify this information, such as copies of qualifications, licences or academic transcripts and references from former employers
- Information relating to your suitability for employment, or need for services

Zoom Recruitment will endeavour to only collect personal information by lawful and fair means and not in an unreasonably intrusive way.

Sensitive Information

Zoom may collect the following sensitive information about you:

- Health information that relates to the type of work you can perform
- Information about any criminal record that you may have that relates to the type of work you are able to perform

Zoom Recruitment will not collect sensitive information about an individual unless that person has consented, or such collection is required or authorised by law.

Use and disclosure of personal information

Zoom Recruitment will only use personal and sensitive information contained in an employee record for the purpose of managing the employment relationship or a purpose sufficiently related to that purpose (unless the individual concerned consents to some other use).

Zoom will use information collected about you in line with the Australian Privacy Principles (APPS) to disclose information to third parties to attempt to place you with suitable host employer.

We will only disclose sensitive information where it is relevant and appropriate, or disclosure is required by law. For example, we may disclose to a client that a person has a disability if the nature of the disability requires the client to make adjustments to the hiring process to accommodate the disability.

Where practical we will only use personal and sensitive information contained in a record if it is accurate, complete, and up to date. In many instances, we rely upon the individual to provide accurate and complete information and to advise us should their circumstances change over time.

Storing and security of personal information

Your personal and sensitive Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification, or disclosure.

Records of personal and sensitive information about our people will be stored whilst employed by Zoom Recruitment and 7 years thereafter.

Zoom Recruitment will store your personal and sensitive information electronically on servers and/or databases that comply with Australian standards. Access to these records is password-protected and only accessible to Zoom Recruitment internal staff who have a legitimate reason to access this information.

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Access and correction of personal information

Unless otherwise agreed or a lawful exception applies candidates and our people have the right to access, make copies of and correct their personal information in the possession of Zoom Recruitment.

Zoom Recruitment will not discuss personal information about our people or candidates with anyone except for the or in relation to work placement. There are lawful exceptions our people or their representatives such as lawyers or union officials are entitled to request that Zoom Recruitment provides a copy of their record or some aspect of it. Further, the Fair Work Ombudsman has the power to have its inspectors inspect and copy records.

Inspection of records by our people

Our people may be granted access to view their own personal information held by Zoom Recruitment in certain situations. These may include:

- Wage and overtime records.
- Leave records.
- Instruments regulating the employment relationship, including contracts, letters of offer, the name of any industrial instrument (Modern Awards or EBA’s for example)
- Superannuation records and contributions by Zoom and
- Worker compensation records

In all other circumstances, our people do not have the right to access their personal information held by Zoom Recruitment as this is an exemption under the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Under no circumstance will our people be granted access to another person’s personal information held by Zoom Recruitment unless the access is by a manager of the person concerned.

To make a request to inspect such records, employees are to contact the National People and Engagement Manager who will assess the request and if satisfied they fall within one of the categories mentioned above, will make these records available within five business days.

Responsibilities of our people

Our people are under an obligation to preserve the privacy of customers, clients, agents, contractors, suppliers, distributors, and fellow workers of Zoom Recruitment. In preserving this privacy, our people must refrain from disclosing confidential information about any of these people. This obligation extends to out of hours conduct and any breach of privacy in this regard may be subject to an investigation by Zoom Recruitment.

Where any of our people are unsure whether the information is confidential or not, they are to contact the National People and Engagement Manager for clarification and advice before taking any action or disclosing information.

Noncompliance or false information

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Applicants in any recruitment process carried out by Zoom Recruitment who fail to make available lawfully requested information for the purposes of ascertaining suitability for job vacancies, may be subject to delays in their application(s) and / or may lead to their application being unsuccessful.

If Zoom Recruitment finds that information provided by any job applicant is false, or misleading in any way, their application may be unsuccessful or in the case where the person has already been employed by Zoom Recruitment the person's employment may be terminated.

Our Website and Cookies

Zoom Recruitment's website collects personal information when you submit one of our online forms, this includes but is not limited to:

- Request or enquire for service
- Contact Zoom Recruitment for an enquiry
- Subscribe to a newsletter
- Apply for a Job
- Register on our Job Board

We will only use your personal information to address your enquiry, provide the information you require and get you up to date with industry news and our special offers. We do not share your email or personal data with any other company for marketing purposes.

Zoom Recruitment's website uses cookies to establish more seamless and easy browsing when you visit our website again. We partner with 3rd party services like Google and Hubspot, who place cookies on web browsers to serve ads based on past visits to our website. This allows us to make special offers and continue to market our services to those who have shown interest in our service.

We are not collecting any identifiable personal information through Google or any other 3rd party retargeting system.

If you don't want to activate cookies on our site, you can manually configure your browser to let you know when you receive a cookie, providing you with the opportunity to either accept or reject it. You can also turn off cookie activations in your browser or delete all cookies from your computer.

Cookies are usually small data files assigned on your hard drive by a web page server. Cookies cannot retrieve any other data from your device, pass a virus, or get an email address.

Complaints

Any complaints for questions in relation to your privacy can be directed to PandE@Zoomrecruitment.com.au

Breach of Policy

Where personal and/or sensitive information is found to have been disclosed by our people, they may be subject to a disciplinary process in accordance with our policies and procedures

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It is therefore a requirement that all members of Zoom Recruitment familiarise themselves with policies and associated procedures.

Policy Review

This policy is to be reviewed under the following conditions/triggers:

- Annually as a minimum
- Any changes in legislation or lawful instructions

Related documents or sources of information

- Our website. www.zoomrecruitment.com.au
- Privacy Act 1988
- Australian Privacy Principles (APPs) under the Privacy Amendment (Enhancing Privacy Protection) Act 2012

Policies	Corporate Compliance and Ethical Standards Policy
Procedures	Complaints and Disputes Procedures

Definitions

Word or Term	Definition
Candidates	People who are in contact with Zoom Recruitment in search of employment with us.
External Workforce	Our people employed by Zoom Recruitment who undertake work on behalf of our clients and/or at our client sites.
Zoomers	Our people employed by Zoom Recruitment who undertake work on behalf of Zoom usually at Zoom Branches and sites
Host Employer	A client of Zoom Recruitment where our external workforce undertake work for host at their site and are employed by Zoom Recruitment
Personal Information	Information where the person's identity can be verified from the information or opinion such as: <ul style="list-style-type: none"> • Name • Address • Telephone number • Email address • Date of birth • Work experience • Skills and qualifications • Test results • Referee contact details and references • Other details relating to work, education, or related personal interests
Sensitive Information	Personal information about an individual regarding their: <ul style="list-style-type: none"> • Health

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	<ul style="list-style-type: none"> • Racial or ethnic origin • Sexual orientation • Religious belief or affiliation • Political opinion or membership • Philosophical beliefs • Trade union, professional or trade association membership • Criminal record
Employee record	Is the capture of an employee’s personal and sensitive information
Record	Is a document, database, photograph or picture of a person, but does not include a generally available publication
Confidential and personal information	Confidential and personal information may include but is not limited to personal information about a person, any information about the organisation’s suppliers, customers, agents and / or contractors, any information about a prospective, current, or former employee of Zoom, information regarding Zoom the organisation’s systems, processes, and affairs.

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