

## PRIVACY COLLECTION STATEMENT & PRIVACY POLICY

### Privacy Collection Statement:

It is important that SustainHealth Recruitment collects personal and sensitive information about you for the primary purpose of providing a quality service to you in obtaining your employment. If you do not provide this information; we may be unable to assist you in obtaining employment.

This information will be used in making any reasonable inquiries to verify your credentials and good clinical standing in order to ensure that you are suitable for any position that you are offered. This includes making contact with referees that SustainHealth Recruitment deems appropriate and checks with any licensing bodies with whom you have been registered in the past or currently; this includes and is not limited to any criminal record checks, working with children checks, vulnerable people checks, and/or medical health declarations to which you may be required to undertake, as part of the employment process and understand that this is for credentialing and duty of care purposes.

SustainHealth Recruitment may disclose this information (whether in whole or in part) to third parties including but not limited to potential employers, contractors and/or regulatory bodies in order to provide a quality of service to you in obtaining your employment. Although all information we ask from you is voluntary, if you choose not to provide the information we seek, we may be limited in our ability to assist you in seeking employment, however obtaining this employment is not guaranteed.

### Privacy Policy

The forementioned Privacy Collection Statement in conjunction with the Privacy Policy applies for each Sustain group company operating, including:

- SustainHealth Recruitment
- SustainAbility Recruitment
- SustainDigital Recruitment
- Lotus People Recruitment

Herein referred to as Sustain Group and / or SustainHealth in this Privacy Policy.

References to “we”, “our”, “us”, “Sustain Group”, and “SustainHealth” means SustainHealth Consulting PTY Limited ABN 77 620 072 915 and including its employees, contractors, agents and assigns.

This Privacy Policy explains how we collect personal & sensitive information, how we use, maintain and disclose that information. At SustainHealth we are committed to ensuring that your privacy is respected and maintained at all times in compliance with all applicable privacy laws, including the Privacy Act 1988

Please read this Privacy Policy carefully. When you provide personal information to us you will be deemed to have read, understood and consent to all therein this Privacy Policy.

## 1. SustainHealth

1.1.SustainHealth carries out business as a recruitment agency. Our role is to assist a business (“Client”) to place/employ a candidate (“Candidate”), being somebody who we have identified as potentially being suitable for the role (referred to collectively as our “Services”).

1.2.In the course of carrying out the Services we will obtain two (2) (but not limited to) professional reference checks from persons who have managed or are in a supervisory position to that of the Candidate (“Referee”).

## 2. Collection of Information

2.1.We collect personal information as reasonably necessary to enable us to carry out the Services, and to enable us to comply with legal requirements.

2.2.We may also collect sensitive information for the purposes referred to in *paragraph 2.3* below. Sensitive information will only be collected with your consent and where it is necessary as relating to a genuine occupational requirement or an inherent requirement of the role/work being considered. All such sensitive information will be managed in accordance with the Privacy Act and this Privacy Policy.

2.3.We may collect personal and/or sensitive information (collectively referred to as “personal information”) from you for the following purposes;

- a) If you are a Client: for the purpose of providing the Services, including but not limited to client contact details including addresses, telephone numbers, emails, job position/description, records of interaction between contact confidential feedback, organisational needs, client and business relationship management, work placement operations, recruitment functions, training needs assessments, risk management, work health and safety operations, statistical purposes and statutory compliance requirements, sponsorship applications, District of Workforce Shortage (DWS) and ‘Distribution Priority Area (DPA) applications and Area of Need (AON) applications.
- b) If you are a Candidate: for the purpose of providing the Services, including but not limited to verifying your identity, information in your cover letter/resume, actual or possible work placement, details of your work rights with any government department or body (or their agents), information documenting your work history with or through us, work placement operations, recruitment functions, staff management, payment purposes (including bank account details, salary, salary sacrifice information, work performance including and not limited to bonus, expenses), performance appraisals and / or assessment of your ongoing performance, training needs assessments, risk management, our management of any complaint, investigation or inquiry you are involved in, work health and safety operations, other information that you, your referees or our client provide to us, including personal feedback and notes of our interactions with you and / or others in relation to your suitability to work with or through us, and for statistical purposes and statutory compliance requirements.  
Sensitive category information provided by you, your referee or our client or an opinion about your racial or ethnic origin; political opinions; membership of a political association; religious beliefs or affiliations; philosophical beliefs; membership of a professional or trade association; membership of a trade union; sexual preferences or practices; or criminal record in accordance with the APPs.

- c) If you are a Referee: for the purpose of providing the Services, including but not limited to confirming identity and contact details including address and telephone numbers, authority to provide references including job title/description, candidate suitability assessment including confidential opinions about a candidate and their suitability, recruitment functions and risk management.

### 3. Data Collection

3.1. We may collect personal information from you in the following different ways for our own use and / or on behalf of other members of the SustainHealth company that may require access to your personal or sensitive information in connection with its recruitment services;

- a) If you are a Client: when you provide that information to us for business or business related social purposes, when we meet or communicate through telephone or electronically through our telecommunications and technology systems, when you provide your opinion or feedback regarding our candidates or business relations.
- b) If you are a Candidate: directly when you fill out and submit one of our applications, compliance, consent and disclosure forms or provide any other information to us in connection with an application for work. Information may also be collected electronically through our telecommunications and technology systems; and in circumstances where we give or receive any reference about you, we receive results of inquiries that we make of former employers, colleagues, professional association or registration body, we receive results of any competency, psychometric or medical test, we receive performance feedback (positive or negative), we receive any complaint from or about you in the workplace, we receive any information about a workplace accident in which you are involved, or we receive information about any insurance investigation, litigation, registration or professional disciplinary matter, criminal matter, inquest or inquiry in which you are involved and / or any additional information about you.
- c) If you are a Referee: when a candidate provides us with your contact details, when you provide that information to us in the course of our checking candidate references with you and when we are checking information that we obtain from you about candidates including opinion and feedback, for business or business related social purposes, or electronically through our telecommunications and technology systems.

### 4. The type of personal information which we collect may include;

- a) If you are a Client: information that is necessary to help us manage the presentation and delivery of our Services, including but not limited to client relationship information, information about position, contracting and hiring authority, information about team structures and roles, information about incidents in the workplace, company financials and credit history checks.
- b) If you are a Candidate: information that is necessary to confirm your identity, assess amenability to work offers, suitability for placements, to comply with legislation or to manage performance in work obtained through us, including but not limited to personal details such as name, address, date of birth, gender and contact information, information about personality, character, skills, qualifications and experience, information about career path and preferences, information about work entitlement and ability to undertake specific types of work, work performance information,

information about incidents in the workplace, information submitted and obtained in relation to absences from work (for any reason), bank details for the purpose of making payment, criminal history records (Australian and International) and working with children checks, working with vulnerable people check, medical declarations and / or reports including and not limited to vaccinations, health records, and pay roll information such as bank details, superannuation membership details, salary, salary sacrifice, tax file number or ABN.

- c) If you are a Referee: information that is necessary to help make determinations about the suitability of a candidate for a particular role or type of role, including but not limited to information about work position, authority to give a reference and preferred contact details, opinions of the referee regarding the candidate's character and work performance/environment, and facts or evidence in support of those opinions.

4.1. You acknowledge that the personal information which we collect is reasonably necessary for us to provide our services in connection with the purposes referred to in *paragraph 2.3* above, and that failure to provide complete and accurate information may prevent SustainHealth from providing our services to you.

4.2. You acknowledge that we may collect personal information about you from other organisations and publicly available sources including newspapers, journals, directories, the Internet and social media sites, for the purpose of providing our Services. All such personal information will be managed in accordance with the Privacy Act and this Privacy Policy.

4.3. You acknowledge that if you provide personal information to us about a third party, you will have first taken reasonable steps to make that third party aware of the matters referred to in this Privacy Policy and you are warranting to us that you have their consent to the collection, use and disclosure of that personal information. All such personal information will be managed in accordance with the Privacy Act and this Privacy Policy.

## 5. Holding of Information

5.1. We take all the reasonable steps to protect your personal and / or sensitive information from misuse, loss, unauthorized access, modification and disclosure.

5.2. We hold information is stored on our password protected database, network and in our secured Sydney based office. Some information may also be held on portable devices such as mobile phones, laptop computers or in diaries operated by our staff members in order to perform the Services. All staff are bound by a confidentiality agreement regarding company and customer information.

5.3. Unfortunately, the transmission of information via the internet is not completely secure. Although we will take all reasonable steps to protect your information, we cannot guarantee the security of your information transmitted to us electronically and any transmission is at your own risk.

5.4. Upon receiving your information we will take all reasonable steps to ensure that it is secure from any unauthorised access, misuse or disclosure. However, we do not guarantee that your information cannot be accessed by an unauthorised person or that unauthorised disclosure will not occur.

5.5.SustainHealth will hold information provided by candidates / clients / referees in line with the Fair Work guidelines and the Privacy Act, 1988. We use secure methods to destroy or de-identify personal information.

## 6. Information disclosure

6.1.We may disclose personal information held about you;

- a) If you are a Client, to Candidates and Referees;
- b) If you are a Candidate, to Clients and Referees;
- c) If you are a Referee, to Clients and Candidates;
- d) To such other third parties as may be required in order to provide the Services;
- e) To a person seeking a reference;
- f) To our insurers;
- g) To a professional association or registration body that has a proper interest in the disclosure of the information;
- h) To a Workers Compensation body;
- i) To criminal record checking agencies;
- j) To our contractors and suppliers;
- k) To an attorney or next of kin whom we may contact in any case in which consent is required or notification is to be given and it is not practicable to obtain it from or give to directly to you;
- l) If we are under a duty to disclose your personal information in order to comply with any legal obligation, or to protect the rights, property or safety of SustainHealth, its Clients or others; or
- m) As otherwise permitted by law.

6.2.We may also use and disclose personal information held about you for secondary purposes which are related to the primary purpose of providing services to you. You acknowledge and agree that those secondary purposes may include;

- a) Adding your details to our mail-out list to inform you of services which may affect or interest you; and
- b) Notify you of any changes to our organisation or other news which may be relevant to your circumstances; which you may at any time decline to receive by contacting us as referred to in *paragraph 13.1* below.



6.3. You acknowledge that we outsource a number of services to contracted service suppliers (“CSPS”) from time to time, including software solutions providers, IT contractors, database designers, Internet service suppliers, legal and professional advisors, background checking and screening agents, marketing suppliers and data cleansing partners. We take reasonable steps to ensure that the terms of service with our CSPs recognise that we are bound by privacy obligations and that they will not do anything that would lead to a breach of those obligations.

## 7. Direct Marketing

7.1. You acknowledge that we may use your personal information to provide you with current information about our services, special offers you may find of interest, or new products or services being offered by us or one of our associated companies.

7.2. By providing us with your personal information you consent to us using same to make contact with you on an ongoing basis for this purpose, including by telephone, mail, email, SMS and social media.

7.3. You may at any time decline to receive such information by contacting us as referred to in *paragraph 13.1* below.

## 8. Cross-Border Disclosure

8.1. SustainHealth outsources a number of services overseas as necessary for functions and activities as a recruitment agency, some of your personal information is disclosed to the recipients.

8.2. The information that may be disclosed, to the relevant recipient:

- The Philippines and India – personal and / or sensitive information as per this privacy policy; SustainHealth outsources staff as necessary for functions and activities as a recruitment agency. All staff are bound by a confidentiality agreement regarding company and customer information.

8.3. We take reasonable steps to ensure that the terms of service with our overseas recipients recognise that we are bound by privacy obligations and that they will not do anything that would lead to a breach of those obligations.

## 9. Electronic Transactions

9.1. You acknowledge that we collect personal information from our website <https://www.sustainhr.com.au/> and via other technology in the course of electronic transactions including and not limited to such as SEEK, Indeed and LinkedIn.

9.2. Further details about the manner in which such electronic transactions may take place can be found in our “Electronic Transactions Statement”. All personal information collected during the course of electronic transactions will be managed in accordance with the Privacy Act and this Privacy Policy.

9.3. It is important that it is understood that there are risks associated with use of the internet and all appropriate steps are taken to protect your personal information.

9.4. Emails and attachments sent are confidential and are for the intended addressee[s] only. Unauthorised use of this communication is prohibited. If you have received communication in error, please notify the sender and remove them from your system. Confidentiality is not waived or lost by

reason of the mistaken delivery. Before opening or using any attachments, it is your responsibility to check them for viruses and defects.

## 10. Access to Personal Information

10.1. You may, at any time, request access to the personal information which we hold about you by sending an email to [info@sustainhr.com.au](mailto:info@sustainhr.com.au). We will respond to such request within a reasonable time of it being received by us, without any charge to you.

10.2. We will endeavor to provide access in the manner requested by you if it is reasonable and practicable to do so, otherwise we will take such steps as are reasonable to provide access in a way that meets both your and our needs.

10.3. We may charge you for providing access to your personal information. You will be advised of the relevant charge and asked to make payment prior to access being provided.

10.4. If we refuse your request for access on any ground permitted by law, we will give you written notice in accordance with the Privacy Act including setting out the ground/s of the refusal (except to the extent that it would be unreasonable to do so) and the mechanisms to complain about the refusal.

## 11. Correction of Personal Information

11.1. You may, at any time, request us to correct the personal information which we hold about you by sending an email to [info@sustainhr.com.au](mailto:info@sustainhr.com.au). We will respond to such request within a reasonable time of it being received by us.

11.2. Where personal information which has previously been disclosed to another organisation in accordance with the Privacy Act and this Privacy Policy has been corrected you may, at any time, request us to notify the other organisation of the correction. We will take such steps as are reasonable to give that notification unless it is impracticable or unlawful to do so.

11.3. If we refuse your request to correct your personal information, we will give you written notice in accordance with the Privacy Act including setting out the ground/s of the refusal (except to the extent that it would be unreasonable to do so) and the mechanisms to complain about the refusal.

11.4. If we refuse your request to correct your personal information, you may request that we associate with your personal information a statement that in your view the information is inaccurate, out of date, incomplete, irrelevant or misleading. We will take such steps as are reasonable to associate the statement with your personal information in such a way that the statement will be apparent to users of the information.

## 12. Changes to Privacy Policy

12.1. This Privacy Policy may be changed from time to time. All changes will be notified by posting a copy of the updated Privacy Policy on our website.

12.2. If you continue to use our website and/or Services after posting of such updated Privacy Policy, you will be deemed to have read and understood the terms of the updated Privacy Policy.

## 13. Questions and Complaints

13.1.If you require any further information, have any questions or wish to make a complaint you can contact SustainHealth;

- a) By mail: Level 8, 45 Clarence Street, Sydney NSW 2000
- b) By email: [info@sustainhr.com.au](mailto:info@sustainhr.com.au)
- c) By phone: 02 8274 4687

13.2.We will respond to requests for information and/or questions within a reasonable time of such request or question being received by us.

13.3.We will take such steps as are reasonable to investigate complaints, within a reasonable time of such complaint being received by us. We will give you written notice of the investigations which have been carried out and the outcome of your complaint.