	SRJA Privacy Policy
	Version: 3.8
Department: Quality Assurance	Last Amended: 31/08/2021

Sarina Russo Job Access (SRJA) is committed to protecting the privacy of your *personal information and/or sensitive information* as defined under the *Privacy Act 1988* (“**Your Information**”). This policy sets out the way we handle Your Information including the collection, use, disclosure and storage of Your Information, as well as your right to access Your Information. All information has been collected by SRJA in accordance with the Australian Privacy Principles and will only be disclosed in accordance with these Principles.

This policy only applies to SRJA’s databases and files and does not cover any State, Territory or Commonwealth Government-owned database or files. You are advised to contact the relevant government agency for a copy of their privacy policy.

If we change this Privacy Policy, we will post the changes on our website so you may be aware of the information we collect and how we use it. Accordingly, you are reminded to check our website for further details.

### Your Information

We only collect Your Information when it is reasonably necessary for our functions and activities in providing employment and associated services. We may collect information about you in a number of circumstances and the information we collect will depend on the services we are providing to you; for example whether we are assisting you to find employment, assisting you to fill an employment vacancy, providing New Enterprise Incentive Scheme (NEIS) services or providing training.

In order to provide you employment and associated services, we may need to collect Your Information such as name, postal address, email address, telephone number, information regarding your job/business, work and education history, qualifications, career details or other information generally contained in a resume, living circumstances and other information reasonably necessary to conduct these services. In some circumstances, with your permission, it may include health information and details of any criminal history you may have.

### Collection

Where practicable SRJA will endeavour to collect Your Information directly from you. In order to provide you with employment and associated services we will need to collect Your Information from you such as:


- Your name
- Your contact details
- Your qualifications
- Your previous employment history
- Job Seeker Identification Number
- Identification information e.g. Driver Licence
- Your passport details
- Relevant information to assess your work capacity and work ability to obtain and sustain employment

As a contracted service provider to the Commonwealth Government of Australia to provide employment and associated services, we may also collect Your Information from Commonwealth Government Departments and Agencies such as:

- The Department of Education, Skills and Employment
- The Department of Social Services
- Centrelink/Services Australia
- The Department of Home Affairs
- Department of Foreign Affairs and Trade
- Workcover Queensland
- Worksafe Victoria
- SafeWork New South Wales

To provide you with employment and associated services we may also collect Your Information from other third parties such as:

- Any referees nominated by you

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At, or as soon as practicable after, SRJA collects Your Information we will take reasonable steps to ensure you are made aware of:

- SRJA's identity and how you can contact us;
- Your rights with regard to accessing Your Information;
- The purpose for which Your Information was collected;
- To whom we usually disclose Your Information;
- Our requirement to collect particular or further information to comply with law or our Government contractual obligations; and
- The main consequences, if any, for you if you do not provide all or part of the information we require.

If we receive unsolicited information we will determine if we could have collected this information had we solicited it ourselves. If we determined we could not, and the information is not in a Commonwealth record, we will destroy or de-identify the information.

SRJA will only collect Your Information by lawful and fair means.

### Use and Disclosure

We will use our best efforts to ensure Your Information remains private and is used only for the purposes you agree to.

SRJA will not reveal, disclose, sell, distribute, rent, licence, share or pass Your Information to a third party, other than those that we have a binding agreement with ensuring that the third party affords Your Information similar levels of protection as we do.


In order to provide you with employment and associated services, we may need to disclose Your Information to third parties such as:

- Potential Employers, Recruitment Agencies and Australian Apprenticeship Support Network Providers
- The Department of Education, Skills and Employment
- The Department of Social Services
- Centrelink/Services Australia
- The Department of Home Affairs
- Department of Foreign Affairs and Trade
- The Department of Employment, Small Business and Training (Queensland), Training Services NSW (NSW), Department of Education and Training (Victoria) and other relevant state equivalents
- Workers Compensation providers such as Workcover Queensland/Worksafe Victoria/SafeWork New South Wales
- Superannuation providers
- Your insurer
- Educational Institutions including Registered Training Organisations
- Work Experience providers and Activity Host Organisations
- Registered Health Professionals.

Further, we may use and disclose Your Information to provide you with employment and associated services specific to you at point of collection or for another purpose if:

- You would reasonably expect us to disclose it for that purpose;
- That purpose is directly related to the purpose specified to you at the time of collection;
- SRJA reasonably believes the use is necessary to lessen or prevent a serious threat to an individual's life, health or safety or to public health or safety and it is unreasonable or impractical to obtain your consent;
- SRJA has reason to suspect that unlawful activity has been, or is being engaged in, and uses the information as part of its investigation, or in reporting its concerns to the relevant authority;
- The use and disclosure is specifically authorised by law; or
- Any other exceptions provided in the Privacy Act 1988.

SRJA does not disclose Your Information to unrelated third parties for the purposes of direct marketing unrelated products or services.

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### Data Quality

SRJA will take reasonable steps to ensure that Your Information is accurate, up-to-date, complete and relevant. You are encouraged to help us keep Your Information accurate, complete and up-to-date by contacting your consultant or this organisation and inform us of any changes to your details. You can contact us on ph: 13 15 59

### Data Security

At SRJA we are committed to protecting the privacy of Your Information. We take reasonable steps to protect Your Information from misuse, loss, interference and from unauthorised access, modification or disclosure. We ensure this by having such security measures as:

- Individual password access to systems and databases
- Secure data storage

All staff confirm their acceptance of the Electronic Use and Security Policy.

We will also take reasonable steps to destroy or permanently de-identify Your Information if it is no longer required for any purpose unless it is contained in a Commonwealth record or required by law.

### Access and Correction

You will be provided the opportunity to access Your Information and correct that information if you determine it is incorrect. SRJA will allow any person on whom records are maintained to have access to those records unless Government contractual requirements or legislation (e.g. Freedom of Information Act) requires or authorises the refusal of access. To obtain access to Your Information please make a request to your closest SRJA office. Before giving access to information, SRJA will require that you provide proof of identification and this along with details of your request will be recorded on your file.

### Anonymity and Pseudonymity

Whenever it is lawful or practicable, you will have an option of not identifying yourself when dealing with SRJA. Due to the nature of the services being provided to you this will be very limited cases.


### Sensitive Information

SRJA will not collect *sensitive information* revealing your racial or ethnic origin, political opinions, religious or philosophical beliefs, trade-union membership or details of health, disability or sexual activity or orientation unless:

- Your consent has been obtained and the information is reasonably necessary to provide you with employment and related services; or
- The collection is required or authorised by law; or
- The collection is necessary to prevent or lessen a serious threat to the life, health or safety of any individual, or to public health or safety and it is unreasonable or impractical to obtain your consent; ; or
- SRJA has reason to suspect that unlawful activity, or misconduct of a serious nature, relating to our functions/activities has been, or is being engaged in and we believe this collection is necessary for us to take action in relation to this matter; or
- Any other exceptions provided in the Privacy Act 1988.

### Resolving Privacy Concerns

You are able to raise any concerns you may have regarding Your Information handling practices by detailing your concerns with the Legal Counsel or Privacy Co-ordinator at Sarina Russo Group Head Office through [privacy@sarinarusso.com.au](mailto:privacy@sarinarusso.com.au).

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**Storing and Transferring information about you abroad**

Your Information collected by us and stored as part of any Australian Government contract, such as jobactive, Disability Employment Services, ParentsNext, will not be housed in an offshore data management system or transferred outside of Australia.

Other than that mentioned above or if you provide information directly to a third party, your Information may be housed in an offshore data management system. Where we have a relationship with the third party, we will endeavour to ensure a level of data protection at least as protective as that required in Australia.

**The Internet and Your Privacy**

SRJA uses the World Wide Web in order to assist you in providing employment and associated services.

SRJA takes all reasonable steps to protect your security when using our website but you should be aware that no transmission of information to and from a website is ever totally secure, particularly from malicious attack. Accordingly, transmission is at your own risk.

It is important to remember that if you are using a computer in a public place, such as a library or community centre, you must remember to log-off, otherwise others may be able to access Your Information.

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[www.sarinarusso.com](http://www.sarinarusso.com)