



Privacy Policy

Introduction

ER & Associates Pty Limited/ERA Personnel provides management consultancy/recruitment solutions to the public and private sector. As such we are bound by the Privacy Act 1988 and comply with the National Privacy Principles. All information we collect and maintain is strictly for business purposes. By reading our policy you consent to ER & Associates Pty Limited/ERA Personnel maintaining, using and disclosing your personal information in accord with this policy.

You can obtain more information on the Privacy Act 1988 and/or the National Privacy Principles at www.privacy.gov.au or by contacting the Office of the Federal Privacy Commissioner.

What information do we collect and hold

ER & Associates Pty Ltd/ERA Personnel only collects and maintains information pertinent to the operations of our business. The types of personal information we collect, process and store is limited to that which is used to match candidates with potential positions, employ individuals, offer candidates placement at our customers, or is necessary for the performance of other requirements when acting as an employer, hirer, or employment agency. We check that it is reasonably necessary for our functions and activities and that it is current, complete and accurate including using third parties

Candidates

The following is the type of information we collect and maintain:

- Candidate information eg information we collect from your CV's, interviews, reference checks, payroll details, tax file numbers.
- Information about the work performance, absences, timesheets and accidents/incidents of temporary placements.
- Sensitive information such as security checks & tests (medical and aptitude), date of birth, background or criminal checks, financial or bank information, work related claims and disciplinary action.

Referees

ERA Personnel's recruitment activities only collect's information that will:

- Help us make determinations about the suitability of one of our candidates for particular roles or types of work.

The following is the type of information we collect and maintain:

- Information about past work performance, absences, confirmation of role and period of employment.

Customers

The information we collect about customers basically falls into two categories. General business information such as the customers' location, contact numbers, billing and accounting information and the type of industry or business that they are in. In addition, we also collect specific information that will assist us address the customers requirements, improve our services or for marketing purposes.

How do we use this information

ER & Associates Pty Ltd/ERA Personnel only disclose personal information for the purposes for which it was primary collected or a related secondary purpose. In certain circumstances the law may require us to disclose your information.

The information we collect from you is based on your interaction with us. We generally use this information in the following ways:

Candidates/ Temporary / Contract placements

- The actual or potential placement of candidates in a temporary or permanent position.
- Ongoing management of temporary placements eg performance management.
- As a means of managing complaints or investigation involving temporary placements.
- Insurance claims that require the disclosure of personal information.
- Administrative purposes eg payroll, our insurers, superannuation funds and Work Cover.

Referees

- To confirm identity and authority to provide references.
- Candidate suitability assessment.
- Recruitment functions.

Customers

- To deliver the agreed consulting service in an efficient and effective manner.
- In order to find the right person to match your requirements eg the skills, knowledge, experience and attitude you require from a prospective employee or temporary placement.

- To manage the performance of or complaints about temporary placements.
- To market our services.
- To improve our performance or services we offer.
- To generally improve our relationship with the customer.

ER & Associates Pty Limited will retain your personal information for as long as is necessary to provide you with the services requested, except where retention of personal information is necessary for compliance with a law, regulation, or other legal authority, or is otherwise permitted to be maintained for other legal purposes, such as audit, security, fraud prevention, or preserving and defending legal rights.

How do we collect your personal information

Information will generally be collected in a variety of ways depending on your interaction with us. We sometimes collect information from third parties and publically available sources when it is necessary for a specific purpose such as checking information that you have provided to us or whether you have consented or reasonably expect us to collect your personal information in this way.

We may also collect personal information about you from a range of publicly available sources including newspapers, journals, directories, the internet and social media sites. When we collect personal information about you from publically available sources for inclusion in our records, we will manage the information in accordance with the Australian Privacy Principles.

Sometimes the technology that is used, communications between us will provide personal information to us including:

- Emails and text messages.
- Notification lists.
- Website access and enquiries.
- Registration through our website and job boards (Candidate Management System).
- Registration for our quarterly newsletter and watch list services.

It is important that you understand that there are risks associated with the use of the internet and you should take all appropriate steps to protect your personal information.

Candidates/ Temporary / Contract placements

Personal information will be collected from you directly when you fill out and submit one of our application forms or any other information in connection with your application to us for work.

Referees

Personal information about you may be collected when you provide to us in the course of our checking candidate references and when we are checking information that we obtain from you about candidates.

Customers

Personal information about you may be collected when you provide to us for business or business related social purposes.

How do we manage Access and Security to your information

Access

In accordance with the National Privacy Principles you are entitled to access personal and sensitive information that we hold about you, providing it doesn't interfere with the privacy rights of others or isn't exempt under law. A moderate fee may apply when accessing and copying this information. Please note that you will only get access to this information in person and you must be able to verify your identity.

If your personal information changes, please contact us and we will make the necessary updates to our records. If we are unable to agree that the personal information that we hold is accurate, complete and up to date you may attach a statement to this effect to your records.

We may periodically use your contact information to send you updates via e-mail in order to alert you to promotional opportunities or services relevant to your interactions with us, such as jobs in our database that match your selected criteria. Each notification will provide instructions on how to opt out of receiving similar e-mails from the registered service or resource

ER & Associates Pty Limited/ERA Personnel will, from time to time, contact you to check that the information we hold on you is correct and up to date, and to ensure that you still want to be represented by us. If you decide to discontinue your relationship with ER & Associates Pty Limited / ERA Personnel we will destroy all personal information, electronic or hard copy, which relates to you, *with the exception of information that we must maintain by law.*

Security

The security of your information is of paramount importance to ER & Associates Pty Limited / ERA Personnel. To that end hardcopy records are maintained under lock and key and electronic records are password protected. In addition all staff of ER & Associates Pty Limited / ERA Personnel are bound by confidentiality agreements that protect business information, including personal information relating to you.

Disclosures and Information Sharing

ER & Associates Pty Limited / ERA Personnel may disclose your personal information for any of our purposes for which it was primarily collected and held or for a lawful related purpose. We may disclose your personal information where we are under a legal duty to do so. Disclosure will usually be:

- Internally and to our related entities.
- To our clients.
- To referees for suitability and screening purposes.

ER & Associates Pty Limited/ERA Personnel holds its employees, agents, and suppliers accountable for maintaining the trust that you place in us with your personal information. Your information will not be used or shared except as described within this Privacy Statement. In order to efficiently manage your recruitment, placement, and employment, your information may be shared with other third-party service providers that may be engaged by us or our clients to assist in managing the processes required to provide these services. Any engagement of a third-party service provider will be governed by appropriate contractual requirements prohibiting the use of your information for any purposes beyond those specifically related to the provision of our services. Any third party will be required to ensure they have sufficient administrative and technical security mechanisms in place to prevent your information from being improperly used, disclosed, or accessed.

As is necessary for the performance of employment and outsourcing services for you, as part of the recruitment, placement, and employment process, ER & Associates Pty Limited/ERA Personnel may share your personal information with customers for potential placement or employment opportunities with those customers who are seeking employees that match your qualifications and profile, or to the company to which you have been assigned to work, in order to integrate with their application and employment processes, and only for recruitment, placement, and employment purposes.

Related Purpose Disclosures

We outsource a number of services to contracted service providers (CSP's) from time to time. Our CSP's may see some of your personal information. Typically our CSP's would include:

- Software solution providers.
- IT contractors, data base designers and internet service providers (ISP's).
- Legal and other professional advisors.
- Insurance brokers, loss assessors and underwriters.
- Superannuation fund managers.
- Background checking and screening agents.

Cross Boarder Disclosures

Some of your personal information is likely to be disclosed to overseas recipients by our service providers. We cannot guarantee that any receipt of your personal information will protect it to the standard to which it ought to be protected. We will take all reasonable steps to ensure that the overseas recipient does not breach the Australian Privacy Principles or the data protection laws of your country of residence. Regardless of the source or destination location of your information, ER & Associates Pty Limited/ERA Personnel will at all times protect your

information as described in this Privacy Statement and abide by all applicable data protection laws.

Cookies

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your Device. Cookies contain information that is transferred to your device's hard drive or device.

We use the following cookies:

Strictly necessary cookies. These are cookies that are required for the operation of our website/Service. They include, for example, cookies that enable you to log into secure areas of our website/Service.

Analytical/performance cookies. They allow us to recognise and count the number of visitors and to see how visitors move around our website/Service when they are using it.

Functionality cookies. These are used to recognise you when you return to our website/Service. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

Targeting cookies. These cookies record your visit to our website/Service, the pages you have visited and the links you have followed. We will use this information to make our website/Service and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

Except for essential cookies, all cookies will expire after 30 days.

If you do not wish cookies to be stored on your device, you can block them by activating the relevant setting on your browser which can usually be found in the "help" section. Your usage of the website/Service without changing your browser cookies settings will indicate your consent to usage of cookies in accordance with this section of our Privacy Policy. You can change your cookie settings at any time.

Inquiries and Complaints

All inquiries and/or complaints about our privacy policies can be directed to ER & Associates Pty Limited/ERA Personnel on (02) 9796 3174 or by emailing us at contactus@erandassociates.com.au or contactus@erapersonnel.com.au.

If you are not satisfied with our response or the outcome of your enquiry, the matter should be raised with the [Office of the Australian Information Commissioner](#).