



**YOUTH EXPRESS ASSOCIATION
INCORPORATED
PRIVACY POLICY**

1 March 2014

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Youth Express Association Incorporated - PRIVACY POLICY

1. About our Privacy Policy

Youth Express Association Incorporated (“we”, “us” or “our”) recognises the importance of privacy and is committed to protecting the privacy of individuals when handling their personal information. We handle personal information for purposes relating to our youth career development, recruitment and placement business functions and activities including the recruitment and placement of staff.

Our Privacy Policy outlines how we handle personal information in an open and transparent manner in accordance with the Australian Privacy Principles contained in the Commonwealth *Privacy Act 1988*. By providing us with your personal information you consent to us handling it in accordance with our Privacy Policy. If you provide us with any personal information about another individual then we rely upon you to inform him or her of the details contained in our Privacy Policy.

2. Why we collect, hold, use and disclose personal information

We collect, hold, use and disclose personal information for purposes relating to our career development, recruitment and placement business functions and activities. For example, we may collect, hold, use or disclose your personal information for one or more of the following purposes:

- providing you with our career development, recruitment or placement business services
- managing our relationship with you as an employer (or a representative of an employer) or job seeker
- providing you with information about our career development, recruitment or placement business functions, activities or events
- evaluating or improving our career development, recruitment or placement business functions, activities or events
- marketing or promoting our career development, recruitment or placement business functions, activities or events

- carrying out our career development, recruitment or placement business functions and activities
- complying with our legal or regulatory obligations
- for the purpose of surveys and data collection of career development, recruitment or placement business functions and activities outcome identification
- to support promotion, marketing and case studies of career development, recruitment or placement business functions and activities

3. What kinds of personal information we collect

If you are an employer (or a representative of an employer) the kinds of personal information about you that we may collect and hold include your:

- personal details including name and contact details
- organisation information including size, products, services and clients

If you are a job seeker; the kinds of personal information about you that we may collect and hold include:

- personal details including name, contact details, photo, educational qualifications, nominated referees and other resume details
- employment information including current and previous employers, occupations, job titles, employment periods, salaries and employment record information
- financial information including bank account details, superannuation details and tax file number
- identity information including birth certificate details, driver's licence details and passport details
- sensitive information relevant to a persons' medical history where applicable

If you are nominated as a referee by a job seeker; the kinds of personal information about you that we may collect and hold include:

- personal details including name and contact details
- employment information including employer, occupation and job title

We will not collect any sensitive information about you without your consent unless we are required or authorised by law to collect the information. Sensitive information includes information about a person's health, biometrics, genetics, ethnic background, religious beliefs, religious affiliations, philosophical beliefs, professional memberships, trade memberships, political memberships, political opinions, sexual preferences or criminal record.

If we are not provided with the personal information about an employer (or a representative of an employer) or job seeker which we request then we may not be able to provide the employer or job seeker with our career development, recruitment or placement services respectively and the employer (or representative of the employer) or job seeker not be able to attend or participate in our career development, recruitment or placement services, activities or events respectively.

4. What kinds of website/social media visitor information we collect

We also collect and hold information about visitors to our website youthexpress.com.au and social media sites using a range of third party tools [including cookies and session tools]. For example, when you visit our Website/Social Media sites, we may collect your server address, domain name, operating system, browser type, pages accessed, documents downloaded, previous visits, referring website and visit date and time. We collect and hold this information for the purpose of maintaining and improving our Website/Social Media sites and enhancing your experience browsing our Website and Social Media pages.

You may set your browser to disable cookies but some parts of our Website may not function properly if cookies are disabled. Our Website does not set tracking cookies if a Do Not Track request is received from your browser.

5. How we collect personal information

We usually collect personal information directly from you in person or when you communicate with us by form, letter, telephone, facsimile, email or other means. For example, if you are an employer/school (or a representative of an employer/school we may collect your personal information directly from you when:

- you request us to provide you (or your organisation) with our career development, recruitment or placement services
- you communicate with us using social media (e.g. LinkedIn, Facebook, etc)
- you attend or participate in our career development, recruitment or placement services functions, activities or events
- you request us to provide you with information about our career development, recruitment or placement services, functions, activities or events
- you complete a survey or provide feedback in respect of our career development, recruitment or placement services, functions, activities or events
- you subscribe to receive news or other information about our career development, recruitment or placement services, functions, activities or events

If you are a job seeker we may collect your personal information directly from you when:

- you complete an online request for work placement or recruitment services
- you register or submit your resume for the purpose of us providing you with our career development, recruitment or placement services
- you apply for a position with an employer that we have advertised
- you communicate with us using social media (e.g. LinkedIn, Facebook, etc)
- you attend or participate in our career development, recruitment or placement services, activities or events

- you request us to provide you with information about our career development, recruitment or placement services, functions, activities or events
- you complete a survey or provide feedback in respect of our career development, recruitment or placement services, functions, activities or events
- you subscribe to receive news or other information about our career development, recruitment or placement services, functions, activities or events

If you are nominated as a referee by a student/job seeker then we may collect your personal information directly from you when you provide us with a reference for the job seeker.

We may also collect your personal information from a third party or publicly available source for the purpose of carrying out our career development, recruitment or placement services business functions, events and activities. For example, if you are an employer (or a representative of an employer) we may collect your personal information from:

- your authorised representatives in connection with providing you (or your organisation) with our career development, recruitment or placement services or your attendance at or participation in our career development, recruitment or placement services, functions, activities or events
- publicly available sources including newspapers, journals, directories and the Internet in connection with providing you (or your organisation) with our career development, recruitment or placement services
- our service providers that assist us to carry out our career development, recruitment or placement services, events, functions and activities including our information technology providers and credit report providers
- government departments and agencies in connection with carrying out our career development, recruitment or placement services, events, functions and activities

If you are a student/job seeker we may collect your personal information from:

- your nominated referees in connection with providing you with our career development, recruitment or placement services
- your authorised representatives (teacher, school/TAFE representative) in connection with providing you with our career development, recruitment or placement services or

your attendance at or participation in our career development, recruitment or placement services, functions, activities or events

- publicly available sources including newspapers, journals, directories and the Internet in connection with providing you with our career development, recruitment or placement services
- our service providers that assist us to carry out our career development, recruitment or placement services, events, functions and activities including our information technology providers and background check providers
- government departments and agencies in connection with carrying out our career development, recruitment or placement services, events, business functions and activities

If you are nominated as a referee by a job seeker we may collect your personal information from:

- the job seeker who has nominated you as his or her referee
- publicly available sources including newspapers, journals, directories and the Internet

6. When you will have the option of not identifying yourself

We will give you the option of not identifying yourself or using a pseudonym when dealing with us in relation to a particular matter except where it is impracticable or unlawful for us to do so. For example, you may not need to identify yourself when you request that we provide you with general information about our career development, recruitment or placement services and events.

7. How we handle unsolicited personal information

If we receive any of your personal information that we have not requested then we will determine within a reasonable time whether or not we could have collected the information. If we determine that we could not have collected the information then we will destroy or de-identify the information as soon as reasonable practicable but only if it is lawful and reasonable to do so.

8. How we disclose personal information

We disclose personal information to third parties for the purpose of carrying out our career development, recruitment or placement services, events, business functions and activities. For example, if you are an employer (or a representative of an employer) we may disclose your personal information to:

- job seekers in connection with their placement with you (or your organisation)
- your authorised representatives in connection with providing you (or your organisation) with our career development, recruitment or placement services, or your attendance at or participation in our career development, recruitment or placement services, functions, activities or events
- our service providers that assist us to carry out our career development, recruitment or placement services, business functions and activities including our information technology providers, database designers, printing and mailing providers, sales and marketing providers, credit report providers, billing providers, debt recovery providers and professional advisers
- our related companies, agents, partners, affiliates and other trusted entities that assist us to carry out our career development, recruitment or placement services, business functions and activities
- government departments and agencies in connection with carrying out our career development, recruitment or placement services, business functions and activities

If you are a job seeker we may disclose your personal information to:

- your nominated referees in connection with assessing your suitability for placement with employers
- prospective and actual employers in connection with your placement with them
- your authorised representatives (i.e. teachers, schools/RTO staff) in connection with providing you with our career development, recruitment or placement services, or your attendance at or participation in our functions, activities or events
- our service providers that assist us to carry out our career development, recruitment or placement services, business functions and activities including our information

technology providers, database designers, background check providers, printing and mailing providers, sales and marketing providers and professional advisers

- our related companies, agents, partners, affiliates and other trusted entities that assist us to carry out our career development, recruitment or placement services business functions and activities
- government departments and agencies in connection with carrying out our career development, recruitment or placement services business functions and activities

The third parties that we may disclose your personal information to will be located in Australia.

We will not disclose your personal information to any other third parties without your consent except where required or authorised by law. For example, we will not sell, trade or rent your personal information to any third party for marketing purposes without your consent.

How we use personal information for direct marketing

If you are an employer (or a representative of an employer) or a job seeker we may use your personal information to provide you with news or other information about our career development, recruitment or placement services, functions, activities or events respectively that may be of interest to you. In each such communication we will describe how you may at any time request not to receive any further such communications from us. We will give effect to your request not to receive any further such communications from us as soon as practicable.

How we hold and protect personal information

We hold personal information that we collect in both physical and electronic storage facilities including paper-based files, computer servers, desktop and laptop computers, tablets, mobile phones, cameras and other portable data storage devices.

We protect personal information that we hold from misuse, interference and loss, and from unauthorised access, modification or disclosure using both physical and electronic security measures which include secure premises, physical access restrictions, locked cabinets, video surveillance, secure databases, password access, anti-virus software, data encryption and firewalls.

If we hold any personal information that we no longer need for any of our purposes then we will take reasonable steps to destroy or de-identify the information unless we are required by law to retain the information.

How you may access and correct your personal information

You have the right to request access to, and correction of, any of your personal information that we hold. You should promptly notify us if you become aware that any of your personal information that we hold is inaccurate or out-of-date.

We will respond within a reasonable time to a request by you for access to your personal information. We will give you access to your personal information in the manner that you request if it is reasonable and practicable to do so. If we decide not to give you access to your personal information then we will give you written reasons for our decision.

We will respond within a reasonable time to a request by you for the correction of your personal information. If we correct any of your personal information that we have previously disclosed to another organisation which is subject to the Australian Privacy Principles then you may request us to notify that other organisation of the correction. If we decide not to correct any of your personal information then we will give you written reasons for our decision and you may request us to associate with the information a statement apparent to users of the information that it is incorrect.

If you wish to access, correct or update any of your personal information that we hold, please contact our Privacy Officer using the contact details below. You will be required to verify your identity before you will be permitted to access, correct or update any of your personal information that we hold. We may charge a fee for giving you access to your personal information.

9. How to make an enquiry or complaint

If you have an enquiry or complaint about our handling of your personal information, please contact our Privacy Officer using the contact details below. A complaint about our handling of your personal information should first be made in writing to our Privacy Officer setting out details of your complaint. Our Privacy Officer is responsible for dealing with all enquiries and complaints about our handling of personal information and will respond on our behalf within a reasonable time after receiving an enquiry or complaint

If you are not satisfied with our response to your complaint then you may take your complaint to the Office of the Australian Information Commissioner which may be contacted using the following contact details:

Office of the Australian Information Commissioner

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Address: GPO Box 5218, Sydney, NSW 2001

10. How we update our Privacy Policy

We may update our Privacy Policy from time to time to take into account changes in our information handling practices by publishing an updated version of our Privacy Policy on our Website. You should regularly review the most recent version of our Privacy Policy available on our Website.

11. How to contact us

You may contact our Privacy Officer using the contact details below:

Privacy Officer
Julianne Eldridge

Phone: 0249312777

Email: julie@youthexpress.com.au

Address: 6-8 Bulwer Street, MAITLAND NSW 2320

This Privacy Policy is effective as of 1 March 2014.