

Privacy Statement

1. Introduction

We manage personal information in accordance with the **Privacy Act 1988** and **Australian Privacy Principles**. This condensed policy applies to information collected by Jump Recruitment Pty Ltd. We only collect information that is reasonably necessary for the proper performance of our activities or functions. We do not collect personal information just because we think it could be useful at some future stage if we have no present need for it. We may decline to collect unsolicited personal information from or about you and take steps to purge it from our systems.

By following the links in this document, you will be able to find out how we manage your personal information as an APP Entity under the **Australian Privacy Principles [AAP](#)**. If you have any questions please [contact us](#)

Jump Recruitment Pty Ltd manages personal information, as an **APP Entity**, under **the Australian Privacy Principles [APP](#)**.

2. Information flow

When we collect your personal information:

- We check that it is reasonably necessary for our functions or activities as a recruitment company, on-hire and outplacement firm.
- We check that it is current, complete and accurate. This will sometimes mean that we have to cross check the information that we collect from you with third parties.
- We record and hold your information in our Information Record System.
- Some information may be disclosed to overseas recipients.
- We retrieve your information when we need to use or disclose it for our functions and activities. At that time, we check that it is current, complete, accurate and relevant. This will sometimes mean that we have to cross check the information that we collect from you with third parties once again - especially if some time has passed since we last checked.
- Subject to some exceptions, we permit you to access some of your personal information in accordance with APP:12 [APP](#).
- We correct or attach associated statements to your personal information in accordance with APP:13 [APP](#).
- We destroy or de-identify your personal information when it is no longer needed for any purpose for which it may be used or disclosed provided that it is lawful for us to do so. We do not destroy or de-identify information that is contained in a [Commonwealth Record](#).

3. Kinds of information that we collect and hold

Personal information that we collect and hold is information that is reasonably necessary for the proper performance of our functions and activities as a Recruitment Service Provider and is likely to differ depending on whether you are:

- A Work Seeker.
- A Client.
- A Referee.

3.1. The Work Seeker

The type of information that we typically collect and hold is information that is necessary to assess amenability to work offers and work availability; suitability for placements; or to manage the performance in work obtained through us and includes:

- Information about your past employment.
- References.
- Confirmation of Employment.
- Confirmation of past performance.
- Your eligibility to work in Australia.
- Your income expectations.
- Geographic information.
- Information about your skills and capabilities.

3.2. For Clients

The type of information that we typically collect and hold about Clients is information that is necessary to help us manage the presentation and delivery of our services and includes:

- Information about your workplace relevant to recruitment projects.
- Information you provide to us in your job description.
- Information you provide to us in meetings, discussions and consultations.
- Information about your talent needs.
- Information about your recruitment and on boarding processes.
- Information about the skills and talent you seek.
- Information contained in documents that you provide during our recruitment process.

3.3. For Referees

The type of information that we typically collect and hold about Referees is information that is necessary to help to make determinations about the suitability of one of our Work Seekers for particular jobs or particular types of work and includes:

- Your title and the organization you worked for.
- Information about how we can contact you in relation to conducting a reference check.
- Information about if you agreed or disagreed to act as a referee on the occasion when it was relevant to our Recruitment Process.

4. Purposes

The purpose for which we collect, hold, use and disclose your personal information is likely to differ depending on whether you are:

- A Work Seeker.
- A Client.
- A Referee.

The following sections are also relevant to our use and disclosure of your personal information:

- Our Policy on Direct Marketing.
- Overseas Disclosures.

4.1. For Work Seekers

Information that we collect, hold, use and disclose about Work Seekers is typically used for:

- Work placement operations.
- Recruitment functions.
- Statistical purposes and statutory compliance requirements.
- Market research.

4.2. For Clients

Personal information that we collect, hold, use and disclose about Clients is typically used for:

Client and business relationship management.

- Recruitment functions.
- Marketing services to you.
- Statistical purposes and statutory compliance requirements.
- Market research and reports.

4.3. For Referees

Personal information that we collect, hold, use and disclose about Referees is typically used for:

- To confirm identity and authority to provide references.
- To assess Work Seeker suitability.
- Recruitment functions.
- To confirm information provided to us by the Work Seeker.

4.4. Our Policy on Direct Marketing

We may utilize your information for direct marketing purposes.

- Your personal information will not be provided to third parties for direct marketing purposes.
- Customer lists are not obtained from third parties for marketing purposes.
- We do provide you the opportunity not to be included in our direct marketing activities.
- In line with Jump Recruitment Pty Ltd compliance with respect to the anti-spam legislation, we have an opt out function.

5. How your personal information is collected

The way in which we will generally collect your personal information is likely to differ depending on whether you are:

- A Work Seeker.
- A Client.
- A Referee.

We sometimes collect information from third parties and publicly available sources when it is necessary for a specific purpose such as checking information that you have given us or where you have consented or would reasonably expect us to collect your personal information in this way.

Sometimes the technology that is used to support communications between us will provide personal information to us. Please refer to our Collection and Consent form.

Please also see the section on Photos & Images.



5.1. For Work Seekers

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

Personal information is also collected when:

- You provide us your information online or via email.
- During telephone discussions relevant to your work placement wants and needs.
- We undertake reference checking.
- We undertake confirmation of employment procedures.
- We undertake qualification confirmation processes.

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 publicly available sources for inclusion in our records we will manage the information in accordance with the Australian Privacy Principles APP and our Privacy Policy.

5.2. For Clients

Personal information about you may be collected:

- When you provide it to us for business or business related social purposes.
- When you engage Jump Recruitment Pty Ltd as a recruitment provider.
- When you enquire about Jump Recruitment Pty Ltd's service.
- When Jump Recruitment Pty Ltd prepare, submit or consider a tender or bid process with your organization.

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 publicly available sources for inclusion in our records we will manage the information in accordance with the Australian Privacy Principles APP and our Privacy Policy.

5.3. For Referees

Personal information about you may be collected when you provide it to us:

- In the course of our checking Work Seeker references with you and when we are checking information that we obtain from you about Work Seekers.

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 publicly available sources for inclusion in our records we will manage the information in accordance with the Australian Privacy Principles APP and our Privacy Policy.

5.4. Photos & Images

We will not request that you supply photographs, scan photo ID, or capture and retain video image data of you in cases where simply sighting photographs or proof of identity documents would be sufficient in the circumstances.

5.5. Electronic Transactions & Telephone Transactions

Sometimes, we collect personal information that individuals choose to give us via online forms or by email, or during a telephone conversation for example when individuals:

- Ask to be on an email list such as a job notification list.
- Register as a site user to access facilities on our site such as a job notification board.
- Make a written online enquiry or email us through our website.
- Submit a resume by email or through our website or online job board.
- Communicate information to us about their job seeking requirements or recruitment requirements via telephone and voicemail.
- When we receive an email from you with relevant attachment or content that is related to job seeking or recruitment processes.

It is important that you understand that there are risks associated with use of the Internet and you should take all appropriate steps to protect your personal information. It might help you to look at the [OAIC's resource on Internet Communications and other Technologies](#).

You can contact us by telephone or post if you have concerns about making contact via the Internet.



5.6. How your personal information is held

Personal information is held in our Information Record System until it is no longer needed for any purpose for which it may be used or disclosed at which time it will be de-identified or destroyed provided that it is lawful for us to do so.

We take a range of measures to protect your personal information from:

- Misuse, interference and loss.
- Unauthorised access, modification or disclosure.

5.7. Our Information Record System

We take all reasonable steps to ensure our Information Record System is compliant and secure.

- Personal information is stored in a secure cloud facility.
- Accessed only with an authorized password and log in.

5.8. Information Security

Jump Recruitment Ltd undertakes a number of security measures in relation to Information Security. Including:

- Need-to-know and authorisation policies.
- Privacy collection policies.
- Password protection.
- Policies on laptop, mobile phone and portable storage device security.
- Policy on timely culling.
- Culling procedures including shredding and secure disposal etc.

5.9. Disclosures

We may disclose your personal information for any of the purposes for which it is primarily 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.
- When we are legally required to do so.

5.10. Related Purpose Disclosures

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

- Software solutions providers.
- I.T. contractors and database designers and Internet service suppliers.
- Legal and other professional advisors.
- Background checking and screening agents.
- Resume formatting service providers.

We take reasonable steps to ensure that terms of service with our CSPs recognise that we are bound by obligations to protect the privacy of your personal information and that they will not do anything that would cause us to breach those obligations.

5.11. Cross-Border Disclosures

Some of your personal information may at times be disclosed to overseas recipients. We cannot guarantee that any recipient of your personal information will protect it to the standard to which it ought to be protected. The costs and difficulties of enforcement of privacy rights in foreign jurisdictions and the impracticability of attempting to enforce such rights in some jurisdictions will mean that in some instances, we will need to seek your consent to disclosure.

5.12. Access & Correction

Subject to some exceptions set out in the Australian Privacy Principles APP, you can gain access to your personal information that we hold.

Important exceptions include evaluative opinion material obtained confidentially in the course of our performing reference checks; and access that would impact on the privacy rights of other people. In many cases evaluative material contained in references that we obtain will be collected under obligations of confidentiality that the person who gave us that information is entitled to expect will be observed.

We do refuse access if it would breach confidentiality.

5.13. Access Policy

Subject to some exceptions which are set out in the Australian Privacy Principles (APP 12 – Access) [APP](#) you have a right to see a copy and have a copy of personal and sensitive information about you that we hold.

If you wish to exercise your rights of access and correction you should contact our Privacy Officer, whose details are shown below.

[Contact us](#). You will need to be in a position to verify your identify. We will make every effort to respond to your access request within 10 business days of receipt of your request.

In some cases we may impose a moderate charge for providing access to personal or sensitive information. We will not charge you for simply lodging a request for access with us.



Should you be unsatisfied with respect to the handling of your personal or sensitive information you can make a complaint to the Office of the Australian Information Commissioner, [OAIC Complaint](#).

5.14. Correction Policy

Subject to some exceptions, which are set out in the Australian Privacy Principles (APP 13 – Collection) APP, you have a right to correct personal and sensitive information about you that we hold.

If you find that personal information that we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, you can ask us to correct it by [Contacting Us](#). You will need to be in a position to verify your identity. We will make every effort to respond to your access request within 10 business days of receipt of your request. If you are able to establish that personal or sensitive information that we hold about you is not accurate, complete and/or up to date, we will take reasonable steps to correct that information so it is accurate, complete and up to date.

If we are unable to agree that personal or sensitive information that we hold about you is accurate, complete and up to date you may ask us to attach information by way of a statement by you that claims that particular information is not accurate, complete and up to date.

If we have disclosed personal information about you that is inaccurate, out of date, incomplete, irrelevant or misleading, you can ask us to notify the third parties to whom we made the disclosure and we will take such steps (if any) as are reasonable in the circumstances to give that notification unless it is impracticable or unlawful to do so. We will take such steps as are reasonable in the circumstances to correct that information to ensure that, having regard to the purposes for which it is held, the information is accurate, up to date, complete, relevant and not misleading.

Should you be unsatisfied with respect to the handling of your personal or sensitive information you can make a complaint to the Office of the Australian Information [OAIC Complaint](#).

6. Complaints

We are committed to abiding by the terms set out in this document. However, if something does go wrong and you have a privacy related complaint, please let us know as it gives us the opportunity to address the problem.

You have a right to complain about our handling of your personal information if you believe that we have interfered with your privacy.

For more information please see our Complaints Procedure below.

6.1. Complaints procedure

If you are making a complaint about our handling of your personal information, it should first be made to us in writing.

You can make complaints about our handling of your personal information to:

The Privacy Co-ordinator

Jump Recruitment

kym@jumprecruitment.com.au

You can also make complaints to the Office of the Australian Information Commissioner, [OAIC Complaint](#).

6.2. What will happen should we receive a complaint?

- We will take steps to confirm the authenticity of the complaint and the contact details provided to us to ensure that we are responding to you or to a person whom you have authorised to receive information about your complaint.
- Upon confirmation we will write to you to acknowledging receipt and to confirm that we are handling your complaint in accordance with our policy.
- We may ask for clarification of certain aspects of the complaint and for further detail.
- We will consider the complaint and may make inquiries of people who can assist us to established what has happened and why.
- We will require a reasonable time (usually 30 days) to respond.
- If the complaint can be resolved in accordance with the procedures set out in the access and correction procedures, we will suggest these to you as possible solutions.
- If we believe that your complaint may be capable of some other solution we will suggest that solution to you, on a confidential and without prejudice basis in our response.

If the complaint cannot be resolved by means that we propose in our response, we will suggest that you take your complaint to any recognised external dispute resolution scheme to which we belong or to the [OAIC Complaints](#).