

BALANCE CONSULTING SERVICES PRIVACY POLICY

Scope

Balance Consulting Services (BCS) takes seriously its commitment to preserve the privacy of the personal information we collect. This summary sets out the key points about how we handle personal information.

We collect, hold, use and disclose personal information to carry out our functions and activities. BCS has used the Australian Privacy Principles set out under the Privacy Act 1988 (Privacy Act) as amended, in creating this policy.

Collection of your personal information

We will collect personal information from you directly: if you are a Candidate, when you apply to work for or behalf of BCS; if you are a Customer, during our business relationship with you; or if you are a Referee, when seeking your opinion.

We may also collect personal information from a third party or a publicly available source to enable us to confirm the information you have provided to us, and to include or update other relevant and necessary information in connection with your application to us for work.

We also collect personal information through our websites and social networking services such as Facebook and Twitter. We use this information to improve our website.

How your personal information is held

Information is held in our secured web-based Information Record System (WizardSoft) or web-based time management and payment system (Astute Payroll) until it is no longer needed. Personal information may also be held as required in BCS's secured SharePoint Online cloud-based file storage environment until it is no longer needed. All storage systems are password protected and only accessible to staff that require access to fulfil their work functions.

Disclosure

We may disclose your personal information for any of the purposes for which it is primarily held or for a related purpose where lawfully permitted. Disclosure will usually be to our Customers and to Referees. Disclosures may also be to our contracted service suppliers, such as IT suppliers, the iProfile database and background checking agents.

We don't disclose sensitive information about you unless you agree or would reasonably expect us to.

Accessing and correcting your personal information

Subject to some exceptions that are set out in privacy law, you can gain access to the personal information that we hold about you. You will need to be in position to verify your identity, and we may impose a moderate charge. If personal information that we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, we will take reasonable steps to correct it.

How to make a complaint

You have a right to complain about our handling of your personal information if you believe that we have interfered with your privacy. Please contact us, preferably in writing, using the details below.

How to contact us

You can contact us at Privacy Officer on 90918222 or nfoster@balrec.com.au.

Introduction

Balance Consulting Services (BCS) takes seriously its commitment to preserve the privacy of the personal information that we collect.

We will only collect information that is reasonably necessary for the proper performance of our activities or functions as an IT consulting company.

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 do not collect or use personal information for the purposes of unlawful discrimination.

We do not routinely conduct criminal history checks and only do so in order to obtain relevant criminal history with regard to particular consulting role you are offered or for which you are shortlisted.

We may decline to collect unsolicited personal information from or about you and BCS may take such measures as we think appropriate to purge it from our systems.

BCS's Privacy Policy complies with the 13 Australian Privacy Principles (APPs) contained in Schedule 1 of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, which amends the *Privacy Act 1988*. For the latest versions of these Acts visit the ComLaw website: www.comlaw.gov.au. The APPs are available from the Office of the Australian Information Commissioner (OAIC) website: <http://www.oaic.gov.au/privacy/privacy-act/australian-privacy-principles>.

Information Collection

BCS manages personal information as an Australian Privacy Principles (APP) entity under the Australian Privacy Principles (APPs) of the Privacy Act.

We will collect personal information from you directly when you fill out and submit one of our registration forms, application forms, or any other information in connection with your application to us for work.

As a contracted service provider to a range of Commonwealth, State and Territory government agencies, it may be necessary for us to collect and manage personal information as an Agency under different privacy arrangements. To find out if this may apply please contact us on the details noted above.

Future Changes

This policy may change over time in light of changes to privacy laws, technology and business practice. If you use our website regularly or conduct transactions with us that involve us to collect your personal information, it is important that you check this policy regularly to ensure that you are aware of the extent of any consent, authorisation or permission you might give.

Kinds of Information that we Collect and Hold

The type of personal information we collect and hold is information that is reasonably necessary for the proper performance of our activities or functions as an IT consulting company (go to Purposes) and is likely to differ depending on whether you are:

- A Candidate, Contractor and Employees - i.e. someone who is looking for a placement or consulting work through us; or whom we have identified as a person who might be receptive to an offer of a placement or work through us;
- A Customer – i.e. someone other than a Candidate who is looking to acquire our services as an IT consulting agency or whom we have identified as someone who might be interested in acquiring our services; or
- A Referee – i.e. a person from whom we have sought facts or opinions regarding the suitability of one of our Candidates for work or positions through us; and who may be a Referee nominated by the Candidate, a Customer or us.

Sensitive information is only collected with consent and where it is necessary for the performance of our functions and activities as an IT consulting agency. Sensitive information will need to be collected where it relates to a genuine occupational requirement, for the purposes of the right to work in Australia verification or an inherent requirement of the job or work being considered. Our collection of some types of sensitive information is also governed by equal opportunity and anti-discrimination laws.

You may choose not to provide us your personal information or to act under a pseudonym. However, to do so will render us unable to provide you our services in seeking and being placed into work.

For Candidates, Contractors & Employees

The type of information that we typically collect and hold about Candidates, Contractors and Employees is information that is necessary to assess amenability to work offers and work availability; suitability for placements; or to manage the performance in work undertaken on behalf of us. It includes:

- Information submitted and obtained from the Candidates and other sources (e.g. Referees or Customers) in connection with applications for work;
- 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;
- Information about health status and ability to undertake specific types of work;

- Work performance information;
- Information about incidents in the workplace;
- Personnel information including contact details;
- Information in relation to absences from work due to leave, illness or other causes;
- Bank details and Tax File Number;
- Information required to undertake criminal history checks and obtain criminal history records; and
- Information required to ascertain a Candidate's right to work in Australia.

For Customers

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

- Customer relationship information;
- Information about position, contracting and authority to engage;
- Information about project and/or system requirements so as to allow BCS to undertake its consulting function;
- Information about team structures and roles;
- Information about incidents in the workplace;
- Customer facility addresses, ABN, key personnel and contact details; and
- Credit check and financial information.

For Referees

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

- 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 or work environment; and
- Facts or evidence in support of those opinions, sometimes involving the Referee's own knowledge and experience of having worked with the Candidate.

Purposes for which we hold personal information

The purposes for which we collect, hold, use and disclose your personal information are those purposes that are reasonably necessary for the proper performance of our functions and activities as an IT consulting agency.

- Candidates, Contractors & Employees- personal information is typically used for staffing and work placement operations, pre-employment screening, staff management, training, remuneration, workplace health and safety, statistical purposes and statutory compliance requirements.
- Customers - personal information is typically used for Customer and business relationship management, review of workplace operations, project and/or ICT requirements, health and safety management, credit checking, statistical purposes and statutory compliance requirements.

- Referees - personal information is typically used to confirm identity and authority to provide references and for candidate suitability assessment.

How your personal information is collected

Generally, information will be collected directly from you.

- Candidate – information is collected through your application, from referees, results of any competency test or similar, and other sources such as registrations or any professional disciplinary matter.
- Customer - information is collected when you provide it to us for business purposes.
- Referee - information is collected from the Candidate in the course of their application for work, and from you when providing the reference.

We may also collect personal information about you from publicly available sources including newspapers, journals, directories, the Internet and social media sites. This information will be included in our records only if reasonably necessary for the performance of our activities or functions as an IT consulting agency.

Photos & Images

We may request proof of identification from you including copies of your passport, visa, driver's license or any other relevant licences and will only do so for the performance of our activities or functions as an IT consulting agency.

Electronic Transactions

We also collect personal information through our websites and social networking services such as Facebook and Twitter. We use this information to improve our website. Refer to our [Electronic Transactions Policy](#).

How your Personal Information is Held

When your personal information is collected it will be held in our cloud based Information Record System (WizardSoft) 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.

Our Information Record System

Customer, Candidate, and Job data along with other related information needed to perform the services rendered by BCS is hosted by a cloud-based information record system provided by Wizardsoft. Data is stored on secured servers in Tier 3 or 4 data centres (in Australia). Any data in transit is encrypted through TLS. The Privacy Policy for Wizardsoft as it relates to data collected to enable us to provide our services can be found here <https://wizardsoft.com/privacy/>. Alternatively, it can be accessed by calling Wizardsoft on +61 2 8071 8750 or emailing support@wizardsoft.com. You can also contact us and we will obtain the Privacy Policy for you. Access to Wizardsoft is password protected and only accessible to staff using individual log-in credentials that require access to fulfil their work functions.

Payroll and Payment Record System

Payroll data, invoicing details and other information related to the payment and receipt of payments for services rendered to and by BCS is hosted by a cloud-based payroll management system provided by Astute Payroll. Data is stored on secured servers in tier 3 or 4 data centres (in Australia). Any data in transit is encrypted through TLS, and archived data is encrypted using public key encryption. The Privacy Policy for Astute Payroll as it relates to data collected to provide payroll and payment services to contractors and Customers can be accessed from within the portal environment. Alternatively it can be accessed by calling Astute Payroll on 1300 794 070 or emailing helpdesk@astutepeople.com.au. You can also contact us and we will obtain the Privacy Policy for you. Access to Astute is 2FA and password protected and only accessible to staff using individual log-in credentials that require access to fulfil their work functions.

Information Security

We will take all reasonable steps to ensure the information you provide us remains secure and confidential and is only used for the performance of our functions or activities as an IT consulting agency. [Refer to our Data Security Policy](#).

Disclosures

General Disclosures

We may disclose your personal information for any of the purposes for which it is primarily held or for a related purpose where lawfully permitted. We may disclose your personal information where we are under a legal duty to do so, including circumstances where we are under a contractual duty to disclose information.

Disclosure will usually be internally and to our related entities, to our Customers, and to Referees for suitability and screening purposes

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, IT contractors and/or Background checking and screening agents.

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.

iProfile

In order to manage the personal information and CVs of candidates that we receive, we use the services of iProfile Pty Ltd, trading as iProfile. We are an iProfile Compatible Organisation;

- An iProfile Compatible Organisation means an organisation that has been granted a licence by iProfile to use its products and services;
- We also collect candidate's personal information for the purpose of creating an iProfile for the candidate. Occasionally, in addition to the parties set out in this Privacy Policy above, we may also collect a candidate's personal information from iProfile in order to obtain a candidate's most current information;
- We may also disclose the candidate's personal information to iProfile for the purpose of creating an iProfile or for the purpose of updating or managing a candidate's iProfile;
- The candidate's personal information contained in the iProfile may also be shared with other iProfile Compatible Organisations that the candidate has previously provided his/her details to; and
- By providing its personal information to us, to iProfile, or to any other iProfile Compatible Organisation, the candidate consents to the collection, use and disclosure of its personal information in this manner.

Cross-Border Disclosures

There may be occasions when your personal information is disclosed to overseas recipients. We will take such steps as are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles. However, there will be times when we cannot guarantee that a 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.

Access & Correction

Access

Subject to some exceptions that are set out in privacy law, you can gain access to the personal information that we hold about you. You will need to be in a position to verify your identity. There are some exceptions to providing access, such as when opinions have been provided confidentially in the course of our performing reference checks and access would impact on the privacy rights of other people.

We might impose a moderate charge in providing access. Our Privacy Coordinator would discuss this with you. We will generally respond to your request for access within five (5) working days.

Correction

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. We will take such steps as are reasonable in the circumstances to correct that information to ensure that, having regard to the purpose for which it is held, the information is accurate, up to date, complete, relevant and not misleading.

Please advise us if you wish to be removed from our information record system. We will amend your status to "inactive" and will remove information that we have no present need for or obligation to retain.

There is no charge to correct information. We will generally respond to your request for access within five (5) working days.

Complaints

You have a right to complain about our handling of your personal information if you believe that we have interfered with your privacy. If you are making a complaint about our handling of your personal information, it should first be made to us in writing.

Please contact our Managing Director on 02 9091 8222 or nfoster@balrec.com.au. You can also make complaints to the Office of the Australian Information Commissioner (<http://www.oaic.gov.au/privacy/privacy-complaints>).

More Information

If you have any questions, or would like more information, please contact us via email on nfoster@balrec.com.au, or call 02 9091 8222.