



# **PRIVACY POLICY**

## **PURPOSE**

We value your privacy greatly. At Regional Workforce, we adhere to a strict policy regarding the protection of your privacy concerning any information we gather from you through our website, [www.regionalworkforce.com.au](http://www.regionalworkforce.com.au). This policy extends to Personal Information collected by Regional Workforce through social media accounts, other platforms, and direct communication between you and Regional Workforce.

## **COMPLIANCE**

We are legally bound to adhere to the provisions of the Privacy Act 1988 (Cth) (the Act). The guidelines outlined under the Act, known as the Australian Privacy Principles, dictate our conduct concerning the collection, usage, disclosure, quality, and security of personal information.

## **SCOPE**

This policy applies to all individuals employed within our organization.

## **INFORMATION COLLECTION**

When referenced in this privacy policy, 'personal information' holds the meaning ascribed to it in the Act. Broadly, it includes any information that can identify you personally. Our privacy policy encompasses all individuals utilizing our services or providing personal information to us. The information we may collect includes personal details such as;

Name;

Address;



Contact information;  
Employment history;  
Financial information; and  
Identification documents

### **DATA COLLECTION METHODS**

We collect your personal information directly from you or through our online platforms. Additionally, we may obtain personal information from third parties with your consent or from publicly available sources. The information collected serves various purposes, including providing services, advertising on behalf of clients, communication, administrative tasks, and complaint processing.

### **DATA STORAGE**

Your personal information may be stored electronically or in hard copy form until its purpose is fulfilled, upon which it will be de-identified or securely destroyed. We use industry-standard security measures to safeguard your information from misuse, loss, unauthorized access, or modification.

### **DATA RETENTION**

We retain your personal information for seven years following the last interaction or as required by law, after which it is de-identified or securely disposed of.

### **DISCLOSURE**

We might reveal your personal information for its primary intended purposes or related lawful reasons, including instances where contractual obligations dictate disclosure. This disclosure could involve sharing information internally with colleagues in similar sectors, with our clients, or with referees for screening and suitability purposes.



## **ACCESS AND CORRECTION**

To access and rectify your personal information, simply contact us. We'll endeavour to provide suitable means for access, such as email or postal delivery.

There might be instances where access cannot be granted due to legal obligations. In such cases, we'll provide written explanations.

If you believe your personal information is incorrect, incomplete, or inaccurate, request an amendment along with the reasons. We'll assess and provide reasons if an amendment is not feasible, adding a note to the information."

## **DIRECT MARKETING**

We might forward you promotional materials and details regarding our offerings that we believe might interest you. These communications may come via SMS, email, or postal mail. If you express a preferred communication method, we'll strive to accommodate it whenever feasible. Upon receiving marketing emails from us, you can opt to have your contact details excluded from future distributions, ensuring removal from our mailing list. However, note that this could limit or preclude some or all of our services.

## **COOKIES**

Our website uses cookies to enhance browsing experience. You can manage cookie settings in your browser.

## **LINKS**

Our websites may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third-party website, and we are not responsible for the privacy policies or the content of any third-party website. Third party websites are responsible for informing you about their own privacy practices.



## **COMPLAINTS**

You retain the right to lodge a complaint if you feel our handling of your personal information breaches your privacy. Complaints regarding personal information handling should be initially submitted to us in writing or directed to our Managing Director at [info@regionalworkforce.com](mailto:info@regionalworkforce.com). We are dedicated to promptly and professionally addressing privacy-related concerns.

In case of disputes concerning personal information, both parties should endeavor to resolve the matter directly. Should unauthorized access to personal information be detected, affected individuals and relevant supervisory authorities will be notified promptly upon investigation.

If our proposed resolution for a complaint proves ineffective, we may advise seeking recourse through recognized external dispute resolution mechanisms or the Office of the Australian Information Commissioner.

This Privacy Policy adheres to applicable laws and regulations. Any conflicts or disputes will be resolved according to the laws governing your jurisdiction.

## **POLICY CHANGES**

We may update this privacy policy periodically, with any revisions posted on our website.

## **REVIEW**

This policy undergoes regular review by Regional Workforce to ensure compliance and necessary adjustments.