



V.I.P Personnel Pty Ltd
Level 8, 230 Collins Street
Melbourne VIC 3000
Phone: 03 9650 9206
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Email: info@vipstaff.com.au
Web: www.vipstaff.com.au
ABN: 32 007 272 451

Collection Statement

privacy policy

While information is the cornerstone of V.I.P. Personnel's (thereafter VIP) ability to provide superior service, our most important asset is ensuring your trust. At VIP we are strongly committed to protecting your privacy. We understand and appreciate the fact that you are concerned about the privacy afforded to your information collected via any means. We are committed to providing a high level of privacy in relation to all personal information that is collected. The following statement explains how we manage your personal information in accordance with the privacy laws.

the type of information collected

Personal information is any information or an opinion (whether true or not) about you. It may range from the very sensitive (e.g. medical history or condition) to the everyday (e.g. address and phone number). It would include, your work experience and qualifications, aptitude test results and other information obtained by VIP in connection with your possible work placements. Sensitive information can, in most cases, only be disclosed with your consent.

The type of personal information that we collect and hold generally falls within the following areas:

- candidate submitted and obtained information including other sources in connection with applications for work;
- work performance information;
- incidents within the workplace;
- information submitted and obtained in relation to absences from work;
- information obtained to assist in managing client and business relationships.

If you choose not to provide personal information, we may not be able to provide you with the services you require, or the level of service on which we pride ourselves.

how your information is collected

Where practicable we collect your personal information directly by you as included in your application or resume, when you fill out and submit one of our registration forms, when you deal with us by the telephone, letter, fax, email or visit our website.

Personal and sensitive information will also be collected when we receive any reference about you or we receive results of inquiries that we might make of your former employers, work colleagues, professional associations or registration body or we receive the results of any competency or medical test or we receive performance feedback (whether positive or negative) or we receive any complaint from or about you in the workplace or we receive any information about a workplace accident in which you are involved or we receive any information about any insurance investigation, litigation, registration or professional disciplinary matter, criminal matter, inquest or inquiry in which you are involved or you provide us with any additional information about you and any other situations as they may arise. If we don't have your prior consent we will take reasonable steps to inform you that we have collected personal information. VIP will collect your personal and sensitive information for its own use in connection with your work placements.

how we may use and disclose your personal information

We may use and disclose your personal and sensitive information for the primary purpose it was collected or for a related secondary purpose such as providing you with one of our services. Your information may be used in connection with:

- recruitment - assisting you in finding work or retaining work;
- our assessment of your ongoing performance, our identification of your training needs, employment prospects and referees;
- any test or assessment (including medical) you might be required to undergo;
- our management of any complaint, investigation or inquiry in which you are involved; any workplace rehabilitation;



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- our insurers; a Workers Compensation body; any insurance claim or proposal that requires disclosure of your personal or sensitive information;
- potential and actual employers and clients of VIP including all client and business relationship management;
- marketing services, research and development;
- a professional association or registration body that has a proper interest in the disclosure of your personal and sensitive information our contractors and suppliers of services to VIP and other members of the VIP Personnel Group;
- any person with a lawful entitlement to obtain the information.

gaining access to the information we hold about you

Subject to some exceptions set out in the NPP's, you may request to access the personal or sensitive information that VIP holds about you. We do refuse access if it would interfere with the privacy rights of other persons or it breaches any confidentiality that is attached to that information.

If you wish to contact VIP or gain access to your information you should contact VIP's Privacy Co-ordinator. You will need to be in a position to verify your identity before any information may be released to you.

Privacy Co-ordinator, V.I.P. Personnel Pty Ltd
Level 8, 230 Collins Street, Melbourne Victoria, 3000 Australia
Telephone: (03) 9650 9206, Facsimile: (03) 9650 6959, info@vipstaff.com.au

In some cases we may impose a moderate charge for providing access to your information. You should also anticipate that it may take a little time to process your request for access (allow approximately 6 weeks) as there may be a need to retrieve information from storage and review information in order to determine what information may be provided.

keeping your personal information up to date

If your personal information changes please contact VIP and we will take reasonable steps to update and correct the information. 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 VIP to place with the information a statement by you that claims that particular information is not accurate, complete and up-to-date.

if you do not give us the information we seek

If you do not provide VIP with the information we seek, we may be limited in our ability to locate suitable work for you or we may be limited in our ability to place you in work.

security of your personal and sensitive information

We will always maintain control over the confidentiality of your information. Proper security against misuse, loss and unauthorised access, modification or disclosure of personal information will be provided. All personal and sensitive information may be stored either in hardcopy or electronically. VIP has security procedures in place to protect your information.

additional materials

VIP may send you copies of our newsletters and additional related marketing material. Should you not wish to receive this information you may request to be removed from the distribution list. Any information provided to VIP remains the property of VIP. This information may be used for marketing purposes, or to contact you for further feedback on the services provided by VIP.



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You consent to collection use and storage of your personal and sensitive information

I, (name).....Of, (address).....
Who can be identified by (please indicate the preferred method of identification e.g. date of birth etc.)

Have read and understood each of the statements in this Collection Statement and voluntarily consent to:

- personal and sensitive information about me being collected by you as indicated above;
- personal and sensitive information about me being used as indicated above;
- personal and sensitive information about me being disclosed as indicated above.

NAME:.....SIGNED:.....DATE:.....

WITNESS NAME.....

C/o V.I.P. Personnel, Level 8 230 Collins St, Melbourne 3000.

WITNESS SIGNATURE.....