

PRIVACY POLICY

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1. Purpose

This Privacy Policy articulates how Workways collects and manages your personal information.

2. Scope

2.1. The principles and procedures in this Policy apply to all people who work within Workways (workers) Australia entities who collect and/or handle personal information including:

- 2.1.1. All staff (whether full time, part time, casual, permanent or temporary), and
- 2.1.2. Volunteers, trainees, contractors or consultants.

3. Policy Statement

Workways is committed to providing privacy of information to all individuals, and, abides by the Australian Privacy Principles contained in the Privacy Act 1988 (Cth) and the guidelines as required by our Service Contracts.

We ensure that all workers are aware of and understand the obligations under the Act through education and training, and sign an Information Privacy Undertaking. Workways also maintains internal policies and procedures to prevent information being improperly collected, held, shared, exchanged, accessed or disposed of.

4. How Workways collects and stores information

- 4.1. Workways collects personal information in order to provide appropriate services. This information may be collected face to face, over the phone, through paper forms, emails or online portals.

Workways provides customers with a Privacy Consent Form and/or refers people to this Privacy Policy which can be found on the Workways website at the following link:
<https://workways.com.au/privacy-policy/>
- 4.2. Workways stores your information in Australia and does not transfer or store your information overseas.

5. The types of information collected by Workways

- 5.1. We only collect information necessary for providing Workways services. This may include your name, address, email, phone number, date of birth, Commonwealth identifiers (Customer Reference Number (CRN), Job Seeker Identification (JSID), employment history, and information to assess work ability and capacity. We may collect sensitive information including health information, criminal history, racial or ethnic background, proficiency in English.
- 5.2. Workways may also receive information from third parties. If we do, we treat this information as set out in this Privacy Policy.

6. Security of information held by Workways

- 6.1. Workways uses a range of methods to secure and safeguard information from unauthorised access, misuse, modification or disclosure. There are electronic and physical safeguards as well as internal procedures and processes to ensure that this occurs.
- 6.2. Workways monitors the effectiveness of our information security through internal and external audit processes.

7. Accuracy and access to information

- 7.1. Workways takes reasonable steps to ensure information is accurate and up-to-date. If we become aware of inaccuracies, we will endeavour to correct this information. To assist us in keeping information up-to-date, please notify us of any changes to your details (e.g. change of phone number or email).
- 7.2. You can request details of the information that Workways holds about you. Please email our Privacy Officer at privacy@workways.com.au An administration fee may be payable for the provision of this information.

8. Use and disclosure of information

- 8.1. Workways uses and discloses information for the primary purpose it was collected, to provide Workways services. We do not disclose information to third parties without your consent, unless it is required by law or by our Service Contracts.

9. Website

- 9.1. The Workways website is monitored by IP address, which is a number assigned to your computer whenever you access the internet. This information may be used for website trends and analysis, for example the number of unique visitors to our website and geographic origin of visitors.
- 9.2. From time to time the Workways website may use cookies. Cookies do not identify you personally. Most browsers automatically accept cookies, however you can choose not to accept cookies via your browser's settings. You can also delete cookies from your device at any time.
- 9.3. Our website may contain links to third party websites. Those other websites are not subject to our Privacy Policy and procedures. You will need to review those websites to view a copy of their Privacy Policy. Workways does not endorse, approve or recommend the services or products provided on third party websites.

10. Complaints about Privacy

- 10.1. Workways is committed to upholding the Australian Privacy Principles and protecting your privacy. If you think Workways has mishandled your information you can write or email your concerns to the Workways Privacy Officer at:

Workways Australia Limited
PO Box 331
Bairnsdale, VIC 3875
privacy@workways.com.au

We take all complaints about privacy very seriously and we will endeavour to respond to your complaint and address your concerns as soon as reasonably practicable.

References

Office of the Australian Information Commissioner (OAIC):

The Privacy Act <https://www.oaic.gov.au/privacy/the-privacy-act/>

Australian Privacy Principles <https://www.oaic.gov.au/privacy/australian-privacy-principles/>

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