

1. Introduction

Recruitment@Top and Skills@Top manage personal information under the [Australian Privacy Principles \(APPs\)](#). This means we must comply with the 13 APPs from Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988.

This policy is designed to communicate, in an open and transparent way, how we manage your personal information as an APP Entity under the [Australian Privacy Principles \(APPs\)](#). If you have any questions please [contact us](#).

1.1. Information Flow

Personal information is any information or opinion, whether true or not, about you. When we collect your personal information:

- We check that it is reasonably necessary for our functions or activities as a recruitment agency or Registered Training Organisation.
- 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 securely and apply a range of measures to protect your personal information.
- We retrieve your information when we need to use or disclose it for our functions and activities as a recruitment agency or Registered Training Organisation. 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 your personal information in accordance with APP:12 of the [APPs](#).
- We correct or attach associated statements to your personal information in accordance with APP:13 of the [APPs](#).
- 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](#).

2. Kinds of information that we collect/hold and how this information is collected

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 agency or Registered Training Organisation and is likely to differ depending on whether you are:

- a [Jobseeker](#) (see 2.1)
- a [Student](#) (see 2.2)
- a [Client](#) (see 2.3)
- a [Referee](#) (see 2.4)

We may 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 [APPs](#) and our Privacy Policy.

Sometimes the technology that is used to support communications between us will provide personal information to us - see the section in this policy on Electronic Transactions (3.7).

If you only browse our website, we do not collect information that identifies you personally, though we may collect information related to your visit to our website. Information that may be logged includes the type of browser you are using, the date/time of your visit, your top level domain name, the address of the referring site, your server's IP address and the address of the pages accessed and any documents downloaded. No attempt will be made to identify users or their browsing activities, unless the user acts unlawfully, disclosure is required by law or due to a mandatory requirement of a Court, Government Agency or Regulatory Authority. We use all information for statistical analysis or systems administration purposes only.

We may decline to collect unsolicited personal information from or about you and take steps to purge it from our systems.

We will only collect information that is reasonably necessary for the performance of our functions or activities.

2.1. For Jobseekers

The type of information that we typically collect and hold about Jobseekers 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:

- The information that you provide to us directly when you fill out and submit our registration form or any other information in connection with your application to us for registration (such as your cover letter, resume, copies of qualifications, identification, emergency contact details and other employment related information)
- The information that we collect as a result of your registration, including:
 - Responses to questions asked during interview;
 - Any reference that we receive about you (we will only contact referees that you have provided to us), including opinions of others about your work performance, your work experience and qualifications;
 - Information from educational institutions;
 - Assessment centre test results;
 - Results of any medical assessments;
 - Service notes relating to discussions that we have with you (telephone, face-to-face or email).
- The information that we collect should you be placed in to a role by Recruitment@Top, including:
 - Performance and general feedback from or about you in the workplace;
 - Any information about a workplace accident or incident in which you are involved;
 - Copies of timesheets.
- Any information that we collect to manage a complaint, investigation or inquiry in which you are involved;
- Any information that we receive about an insurance investigation, litigation, registration or professional disciplinary matter, criminal matter, inquest or enquiry in which you are involved;
- Some laws such as taxation law, immigration law, laws regulating employment agencies, laws relating to national security, laws relating to professional or trade registration and laws for the protection of certain classes of people (such as children or the elderly) may require that we collect certain types of information (including criminal history and evidence of your right to work) from you that is relevant to the position/s for which you may be applying;
- Any other information that you provide us (or authorise a third party to provide us) about you.

Personal information that we collect may include sensitive information which is a special category, as defined in privacy legislation. It could include, for example, relevant information about your health status or information obtained lawfully via a criminal history check. We will only seek to collect sensitive information if you consent and if it is permitted under Australian Privacy Principles and other laws such as Anti-Discrimination.

If we reasonably believe that your being in, or remaining in, a position might present a risk to your health and safety or to that of others for whose health or safety we are responsible, we may collect relevant personal information (including health information) that will allow us to manage that risk.

2.2. For Students

The type of information that we typically collect and hold about Students is information that is necessary to assess your suitability for enrolment, identify your training needs, process your enrolment and assess your competency. This includes:

- The information that you provide to us directly when you fill out and submit our registration/application forms or enrolment forms or any other information in connection with your application to us for training (such as your resume, copies of previous training qualifications, identification, etc).
- The information that we collect as a result of your enrolment, including:
 - Any third party reference that we receive about you (we will only contact referees that you have provided to us);
 - Training and assessment activities that you complete as part of your enrolment;
 - A record of your training results;
 - Service notes relating to discussions that we have with you (either face-to-face, telephone or email);
 - Any other information that you provide us (or authorise a third party to provide us) about you.
- Any information that we collect to manage a complaint, investigation or inquiry in which you are involved;

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 [APPs](#) and our Privacy Policy.

Personal information that we collect may include sensitive information which is a special category, as defined in privacy legislation. It could include, for example, relevant information about your health status or information obtained lawfully via a criminal history check. We will only seek to collect sensitive information if you consent and if it is permitted under Australian Privacy Principles and other laws such as Anti-Discrimination.

Privacy Notice for Nationally Recognised Training Enrolments

Under the *Data Provision Requirements 2012*, Skills@Top is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Skills@Top for statistical, regulatory and research purposes. Skills@Top may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking vocational education and training (VET), including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVET;
- Organisations conducting student surveys and researchers.

Personal information disclosed to NCVET may be used or disclosed for the following purposes:

- issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVET student survey which may be administered by an NCVET employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVET will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncvet.edu.au).

2.3. 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 that is publicly available through the company website, news articles and other similar means;
- Contact information and other data that you provide to us;
- Service notes relating to discussions that we have with you (telephone, face-to-face or email);
- A record of recruitment search and selection activities undertaken by Recruitment@Top;
- A record of training provided by Skills@Top;
- Copies of payment remittance advice;
- Any information that we collect to manage a complaint, investigation or inquiry in which you are involved;
- Any other information that you provide to us about you.

2.4. 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 Jobseekers or Students for particular jobs or particular types of work or assessment activities and includes your contact details and your responses to reference check questions.

3. Purposes

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

- a **Jobseeker** (see 3.1)
- a **Client** (see 3.3)
- a **Student** (see 3.2)
- a **Referee** (see 3.4)

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

3.1. For Jobseekers

Information that we collect, hold, use and disclose about Jobseekers is typically used in connection with:

- work placement operations and recruitment functions;
- our assessment of your suitability for registration with us;
- the necessary validation (including from appropriate third party sources) of your resume, nominated references, stated qualifications, experience, training or abilities;
- statistical purposes and statutory compliance requirements;
- our assessment of your ongoing performance, performance appraisals and prospects;
- any workplace rehabilitation in which you and we are involved;
- management of any complaint, investigation or inquiry in which you are involved;
- any test or assessment (including medical tests and assessments) that you might be required to undertake;
- our identification of your training needs;

- any reference that we may give concerning your work;
- any insurance claim or proposal that requires disclosure of your personal or sensitive information;
- our statutory compliance obligations.

3.2. For Students

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

- our identification of your training needs and/or your actual or possible enrolment;
- the necessary validation (including from appropriate third party sources) of your resume, nominated references, stated qualifications, experience, training or abilities;
- statistical data that we are required to collect to meet Vocational Education and Training Management Information Statistical Standard (AVETMISS) and statutory compliance requirements;
- data that we are required to collect to meet government funded training guidelines;
- evidence that we collect to make an assessment decision;
- any insurance claim or proposal that requires disclosure of your personal or sensitive information;
- our statutory compliance obligations.

3.3. 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.

3.4. 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;
- Jobseeker suitability assessment;
- recruitment functions.

3.5. Our Policy on Direct Marketing

Recruitment@Top (a division of Top Office Group Pty Ltd) and Skills@Top (a division of Top Office Personnel Pty Ltd) may use your personal information to inform our Jobseekers, Students and Clients about our products and services, or other information that we think may be of interest to you. This is designed to maintain open communication and communicate job opportunities, share industry news/statistical data and promote products and services.

Recruitment@Top (a division of Top Office Group Pty Ltd) and Skills@Top (a division of Top Office Personnel Pty Ltd) may also, from time-to-time, conduct optional surveys and questionnaires with Jobseekers, Students and Clients in an effort to collect data and to support continuous improvement.

Recruitment@Top (a division of Top Office Group Pty Ltd) and Skills@Top (a division of Top Office Personnel Pty Ltd) will ensure that:

- Individuals are clearly notified of their right to unsubscribe from further marketing communication; and if an individual unsubscribes from all direct marketing, this will be respected and we will remove you from our direct marketing database.
- We will not use sensitive information for direct marketing.
- We will not disclose personal information to organizations outside of our company and our related companies for the purposes of allowing them to direct market their products.
- We comply with anti-spam legislation.
- We will not attempt to match de-identified or anonymous data collected through surveys or such online devices as “cookies” with information identifying an individual, without the consent of the relevant individual, unless disclosure is required by law or due to a mandatory requirement of a Court, Governmental Agency or Regulatory Authority. We use all information for statistical analysis or systems administration purposes only.

3.6. 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.

3.7. Electronic Transactions

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

- ask to be on an email list such as a job notification list or E-Newsletter;
- register as a site user to access facilities on our site such as a job notification board;
- make a written online enquiry, submit a feedback form or email us through our website;
- submit a resume by email or through our website.

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.

4. How your personal information is held

Personal information is held by Recruitment@Top (a division of Top Office Group Pty Ltd) and Skills@Top (a division of Top Office Personnel Pty Ltd) in hard copy and/or electronic form 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; and unauthorised access, modification or disclosure.

4.1. Information Security

Information is stored in hard copy and/or in electronic form. Recruitment@Top (a division of Top Office Group Pty Ltd) and Skills@Top (a division of Top Office Personnel Pty Ltd) have designed our systems with the following aims:

- Prevent the misuse, loss or inappropriate accessing, modification or disclosure of personal information;
- Comply with relevant legislation and regulations;
- Preserve the information in the event of a disaster.

Security of personal information is important to us and some of the ways that we protect personal information include:

- Security at our work sites;
- Restricting access to personal information only to staff who need it to perform their day-to-day functions;
- Maintaining technology products to prevent unauthorised computer access or damage to electronically stored information, such as requiring identifiers and passwords, firewalls and anti-virus software; and
- Maintaining physical security over paper records, including shredding and secure disposal of obsolete information.

5. 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;
- potential and actual employers and clients of Recruitment@Top (a division of Top Office Group Pty Ltd) and Skills@Top (a division of Top Office Personnel Pty Ltd);
- to referees for suitability and screening purposes (including a person who seeks a reference about you);
- information related to Nationally Recognised Training will be disclosed to the Australian Government as part of the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS);
- our insurers;
- a professional association or registration body that has a proper interest in the disclosure of your information;
- a workers compensation body;
- a parent, guardian, holder of an enduring power of attorney (or like authority) or next of kin whom we may contact in any case in which consent is required or notification is to be given and where it is not practicable to obtain it from or give it directly to you;
- any person with a lawful entitlement to obtain the information.

5.1. Related Purpose Disclosures

We outsource some 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, database designers and Internet Service Providers
- Legal and other professional advisors
- Insurance brokers, loss assessors and underwriters
- Superannuation fund managers
- 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.

6. Access & Correction

Subject to some exceptions set out in privacy law, 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.

For more information about access to your information see our [Access Policy](#) (6.1).

For more information about applying to correct your information see our [Correction Policy](#) (6.2).

6.1. Access Policy

If you wish to obtain access to your personal information you should contact our [Privacy Co-ordinator](#):

P: 07 3812 2920

E: privacy@topoffice.com.au

You will need to be in a position to verify your identity. In some cases we may impose a moderate charge for providing access to personal information. We will not charge you simply because you lodge a request for access.

6.2. Correction Policy

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.

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.

If we are unable to agree that personal information that we hold about you is accurate, complete and up-to-date, you may ask us to place with the information a statement by you that claims that particular information is not accurate, complete and up-to-date.

7. Complaints

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

7.1. 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 our Privacy Co-ordinator, whose contact details are:

Telephone 07 3812 2920 or email privacy@topoffice.com.au

Or send written correspondence to Privacy Co-ordinator, PO Box 607, IPSWICH QLD 4305

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

Privacy Policy

Australian Privacy Principles

When we receive your 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 acknowledge 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 by procedures for [access and correction](#) 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 [Office of the Australian Information Commissioner](#).