



Privacy Policy

The Turner Group Privacy Policy	2
Personal information collection statement.....	5
Information statement for work seekers (other than models and performers)	8
Contact details.....	9

The Turner Group Privacy Policy

National privacy principles

The National Privacy Principles established by the Privacy Act 1988 and in accordance with the Australian Privacy Principles (APPs) apply to The Turner Group Pty Ltd.

The type of personal information held for Candidates, Clients, and Referee's

The personal information that we collect and hold usually falls into the following categories for:

Candidates

- candidate information submitted and obtained from the candidate and other sources in connection with applications for work
- work performance information
- information about incidents in the workplace
- staff information
- information submitted and obtained in relation to absences from work due to leave, illness, or other causes; and
- information obtained to assist in managing client and business relationships. Add more detail?
- candidate photo images for business use only such as creating a candidate profile to be shared with a third party for identification means only. Photo images are only collected by The Turner Group upon client's request for internal use only and are saved securely in our file software – JobAdder / SharePoint.
- not collected by The Turner Group directly however when provided by the candidate on their resand securely filed within our file software – SharePoint and our CRM – JobAdder.

Clients

- contact and business details – phone number, business number, email, social media platforms, business address, and position title

Referees

- contact and business details – phone number, business number, email, current or previous place of work, relationship to candidate

The purposes for which we hold personal information for candidates

We primarily hold personal information for the following:

- work placement operations
- recruitment functions
- staff management
- training
- client and business relationship management; and
- marketing
- Cross check information that we collect with third parties .i.e., VEVO, police check, psychological examination testing
- Disclose information to overseas recipients .i.e., large banking organisation's use offshore professional services
- Use or disclosure of personal information for the purposes for direct marketing
- Psychological, numerological, and/or aptitude testing where relevant for recruitment purposes
- Payroll purposes
- Networking opportunities
- Insurance purposes and risk management
- Immigration, verify your work rights status in Australia

- Work health and safety operations including Workers compensation / Accident Compensation Corporation (ACC) claims and ensuring the health and safety of our clients' workplaces so far as is reasonably practicable;
- Legal compliance and reporting;
- Research, development and statistical purposes;
- Individual, team and organisational development and improvement;
- Performance appraisals;
- Career guidance, management, coaching or mentoring;

The purposes for which we hold personal information for clients.

We primarily hold personal information for the following:

- Client and business relationship delivery and management;
- Marketing services
- Recruitment functions such as placements
- Statutory, statistical, and legal compliance obligations
- Networking and direct marketing opportunities
- Candidate performance appraisals and management
- Work health and safety operations
- Tenders, research, development, business systems, software support and testing to greater aid and service to the client

The purposes for which we hold personal information for referees.

We primarily hold personal information for the following:

- Data regarding work position within the company, authority to provide information collected in reference to candidate and client, preferred contact details
- Observations and opinions of the candidates work performance, character, and environmental conclusions
- Evidential facts in support of opinions or conclusions, on occasion including the referee's own account, educated experience, and/or knowledge of previously working with the candidate
- How the referee's personal information is collected

Disclosures

We may disclose your personal information for the purposes for which it is primarily held or for a related secondary purpose. In some cases, we may only disclose information with your consent. We may disclose your personal information where we are under a legal duty to do so, including circumstances where we are under a lawful duty of care to disclose information.

Contractors

We contract out several services where applicable. Our contractors may see some of your personal information. Typically, our contractors would include information technology contractors and database designers.

Inquiries and complaints

You can make further inquiries or complaints about our privacy policies to our Privacy Coordinator whose contact details are listed at the end of this document.

You can also make complaints to the Office of the Australian Information Commissioner (OAIC). Refer to OAIC website for further information - <https://www.oaic.gov.au/>

Access

Subject to some exceptions that are set out in the National Privacy Principles, you can gain access to the personal information that we hold about you. We do refuse access if it would interfere with the privacy rights of other persons or if it breaches any confidentiality that attaches to that information.

If you wish to obtain access to your personal information you should contact our Privacy Coordinator. You will need to be able to verify your identity. We might impose a moderate charge in providing access. Our Privacy Coordinator would discuss these with you.

You should also anticipate that it may take a little time to process your application for access as there may be a need to retrieve information from storage and review information in order to determine what information may be provided.

Data Breach Procedure

The Turner Group follows directive in response to Data Breach occurrences as per the guidelines of the OAIC (Office of the Australian Information Commissioner).

Personal information collection statement

What your personal information is

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 the opinions of others about your work performance (whether true or not), your work experience and qualifications, aptitude test results and other information obtained by us in connection with your possible work placements. Personal information includes sensitive information.

What sensitive information is

Sensitive information is a special category of personal information. It is information or opinion about your:

- racial or ethnic origin;
- political opinion;
- membership of a political association or religious beliefs, affiliations or philosophical beliefs;
- membership of a professional or trade association or membership of a trade union;
- sexual preferences or practices;
- criminal record;
- health or disability (at any time); and
- expressed wishes about the future provision of health services.

It includes personal information collected to provide a health service.

Sensitive information can, in most cases, only be disclosed with your consent.

Who will be collecting your personal and sensitive information

Your personal and sensitive information will be collected by the turner group pty ltd for its own use, to gauge your ability to obtain gainful employment with our clients.

How to contact us

If you wish to contact us about your personal or sensitive information you should contact our Privacy Coordinator whose contact details are listed at the end of this document.

How your information will be collected as a Candidate

Personal and sensitive information will be collected from you directly when you fill out and submit one of our registration forms or any other information in connection with your application to us for registration on the candidate's own accord.

Personal and sensitive information will also be collected when:

- we receive any reference about you (the candidate);
- we receive results of inquiries that we might make of your former employers, work colleagues, professional associations or registration body;
- we receive the results of any competency or medical test;
- we receive performance feedback (whether positive or negative);
- we receive any complaint from or about you in the workplace;
- we receive any information about a workplace accident in which you are involved;
- we receive any information about any insurance investigation, litigation, registration or professional disciplinary matter, criminal matter, inquest or inquiry in which you are involved; and
- you provide us with any additional information about you.

How your information will be collected as a Client

Personal and sensitive information will be collected from you directly when you fill out and submit one of our registration forms or any other information in connection with your application to us for registration on the client's own accord.

Personal and sensitive information will also be collected when:

- we receive any reference about you (the candidate);
- we receive results of inquiries that we might make of your former employers, work colleagues, professional associations or registration body;
- we receive the results of any competency or medical test;
- we receive performance feedback (whether positive or negative);
- we receive any complaint from or about you in the workplace;
- we receive any information about a workplace accident in which you are involved;
- we receive any information about any insurance investigation, litigation, registration or professional disciplinary matter, criminal matter, inquest or inquiry in which you are involved; and
- you provide us with any additional information about you.

How your information will be collected as a Referee

Personal and sensitive information will be collected from you directly when you fill out and submit one of our registration forms or any other information in connection with your application to us for registration on the candidates own accord.

Personal and sensitive information will also be collected when:

- we receive any reference about you (the candidate);
- we receive results of inquiries that we might make of your former employers, work colleagues, professional associations or registration body;
- we receive the results of any competency or medical test;
- we receive performance feedback (whether positive or negative);
- we receive any complaint from or about you in the workplace;
- we receive any information about a workplace accident in which you are involved;
- we receive any information about any insurance investigation, litigation, registration or professional disciplinary matter, criminal matter, inquest or inquiry in which you are involved; and
- you provide us with any additional information about you.

How your information will be used

Your personal and sensitive information may be used in connection with:

- your actual or possible work placement;
- your performance appraisals;
- our assessment of your ongoing performance and prospects;
- any test or assessment (including medical tests and assessments) that you might be required to undergo;
- our identification of your training needs;
- any workplace rehabilitation;
- our management of any complaint, investigation or inquiry in which you are involved; and
- any insurance claim or proposal that requires disclosure of your personal or sensitive information.
- direct marketing for the purpose to educate candidates, and clients on new job opportunities, business updates, and market insights

Your personal and sensitive information may be disclosed to:

- potential and actual employers and clients of the turner group;
- referees;
- our insurers;
- a professional association or registration body that has a proper interest in the disclosure of your personal and sensitive information;

- a Workers Compensation body;
- our contractors and suppliers – e.g., our I.T. contractors and database designers; or
- any person with a lawful entitlement to obtain the information.

If you do not give us the information we seek

If you do not give us the information we seek:

- we may be limited in our ability to locate suitable work for you or place you in work.

You can gain access to your information to correct it if it is wrong

Subject to some exceptions, which are set out in the National Privacy Principles (Principle 6 – Access and Correction), you have a right to see and have a copy of personal and sensitive information about you that we hold.

If you are able to establish that personal or sensitive information that we hold about you is not accurate, complete and up to date, we will take reasonable steps to correct it so that it is accurate, complete and up to date. 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 us to place with the information a statement by you that claims that particular information is not accurate, complete and up-to-date.

If you wish to exercise your rights of access and correction you should contact our Privacy Coordinator, whose details are shown above. In some cases, we may impose a moderate charge for providing access to personal or sensitive information. We will not charge you simply because you lodge a request for access.

information statement for work seekers (other than models and performers)

Private Employment Agents Act 2005

Your relationship with a private employment agent is regulated by a number of Commonwealth and State laws, in particular the *Private Employment Agents Act 2005* and the *Private Employment Agents (Code of Conduct) Regulation 2015* (the Code).

Prior to providing you with placement and employment services, we are obliged as a private employment agent, to provide you, as a work seeker, with the following information:

- **We must not charge you a fee for finding or attempting to find work for you in contravention of section 400 of the *Industrial Relations Act 2016*.**
- **We and our employees have a working knowledge of State and Commonwealth legislation affecting the placement and employment of work seekers.**
- **We will ensure that all placements are made in accordance with any relevant legislative requirements.**
- **If you believe that your agent has acted illegally, inappropriately or in a false or misleading way, you may obtain information about action that may be taken from the Department of Office of Industrial Relations, GPO Box 69 Brisbane Qld 4001, Telephone (07) 3406 9999.**

contact details

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