

Privacy Policy

Access Group Solutions Pty Ltd (including its related bodies corporate) is committed to compliance with privacy laws which apply to its businesses and which set out standards for the management of personal information. This policy outlines our personal information management practices.

Specifically:

- The kinds of personal information we collect and hold;
- How we collect and hold it;
- The purposes for which we collect, hold, use and disclose it;
- Your right to access and seek correction of it;
- How you may complain about privacy matters; and
- Our sharing of your personal information overseas.

What kinds of personal information do we collect and hold?

The personal information we collect and hold is what is reasonably necessary for our business functions and activities. When we collect and hold personal information, it is of the following kinds:

- Your personal details such as your name, addresses, telephone numbers, age and gender and health status.

We may require health information from you, i.e. regarding COVID-19. We also collect health information from you for the purpose of determining any work-related issues involving you.

How do we collect and hold personal information?

Collection of personal information: When we collect personal information about you, we do so by making a record of it.

We do this when:

- When you apply for work
- When you commence work with us
- You communicate with us online

Personal information we hold is generally stored in computer systems. These may be operated by us or by our service providers. In all cases, we have rigorous information security requirements aimed at eliminating risks of unauthorised access to, and loss, misuse or wrongful alteration of, personal information.

We may collect, hold, use and disclose your personal information for other purposes which are within reasonable expectations or where permitted by law.

How can you enquire about, access and correct your personal information?

Access to personal information: We will provide you with access to any of your personal information we hold (except in limited circumstances recognised by law). If you wish to access your personal information or have an enquiry about privacy, please contact our Privacy Officer at: privacy@accessgroupsolutions.com.au or by calling us on 1300 888 247.

Alternatively, you can write to us at:
Privacy Officer
Access Group Solutions Pty Ltd
PO Box 219
GLADESVILLE NSW 1675

Before we provide you with access to your personal information we may require some proof of identity.

How can you complain about our management of personal information?

If you wish to complain about a breach of the privacy rules that bind us, you may contact our Privacy Officer at one of the above contact points. We may ask you to put your complaint in writing and to provide details about it.

Our Privacy Officer will investigate the matter and attempt to resolve it in a timely way. Our Privacy Officer will inform you in writing about the outcome of the investigation. If our Privacy Officer does not resolve your complaint to your satisfaction and no other complaint resolution procedures are agreed or required by law, our Privacy Officer will inform you that your complaint may be referred to the Privacy Commissioner for further investigation and will provide you with the Commissioner's contact details.

More information

More information about privacy law and privacy principles is available from the Privacy Commissioner. The Privacy Commissioner may be contacted at www.oaic.gov.au (email- enquiries@oaic.gov.au) (Australia)