

CBC Staff Selection

CBC-POL-006 Privacy Policy

CBC Staff Selection are specialists in providing temporary, contract and permanent professional and office administration staff. We service, Cairns, the Far North Queensland (FNQ), Townsville and Papua New Guinea. Our clients range from small locally owned and operated commercial businesses, to national and international corporations, government departments and government owned corporations.

COLLECTION OF PERSONAL DATA

CBC Staff Selection may collect personal information about you such as your name, contact details, skills, qualifications, accreditations and your employment history. We may also retrieve other descriptions of information such as references and employment aspirations during the course of your employment, for example, if you are considered for a particular employment position.

Where applicable, the intentions for which we gather personal information and the repercussions of not providing it will be clarified at the time of collection.

When you visit our website, we may gather information you provide us with when:

- (a) Registering or subscribing to our services, or requesting additional services from any area of our website
- (b) Contact us regarding issues with our websites, or to make any enquiry, query or comment, and;
- (c) Should you apply for online job advertised through CBC Staff Selection, you may need to provide (without limitations) information about your education, employment background, and accreditations. Your application will establish your full consent to our use of this information to access your application and to acquiesce us to carry out any reference checking and other relative activities as may be required of us under applicable law as recruitment specialists.

In some cases, we may collect personal information from referees provided by candidates. This may include their name, position, contact details, and opinions about a candidate's work performance. This information is used exclusively for assessing a candidate's suitability for work placements and may be disclosed to potential employers as part of the hiring process.

CBC Staff Selection may also retrieve information from public and third party records.

USE AND DISCLOSURE OF PERSONAL DATA

CBC Staff Selection retains, uses and discloses your personal information for the purpose disclosed at the time of attainment, or otherwise as specified in this privacy policy. We will not utilise or disclose your personal information for any other purpose with seeking your full consent, unless authorised or required by law. Generally, we will only utilise and disclose your personal information for the following purposes:

- (a) To provide our services to you.
- (b) To maintain our business relationship, where you are a user of our website, a client or candidate.
- (c) To enable you to submit your Resume generally, to apply for specific jobs or to subscribe to our job alerts.



- (d) To match your details provided with job vacancies, to assist us in searching for a position that is most suitable for you and, where you provide your prior consent as a candidate on our database, to send your personal data to clients in order to apply for jobs.
- (e) To answer any inquiries submitted by you.
- (f) To forward market products and services, inform you of news and industry updates, events, promotions and competitions, reports and other information. Where we do so, you will be able to unsubscribe from such communications.
- (g) Where you are registered as a candidate on our database, your personal data will be accessible by our consultants situated in Cairns and Townsville, Queensland, Australia.
- (h) To utilise personal information to enable to development and marketing of other products and services, and to enhance our customer service, and to ensure that our services are valuable to you, including tailoring our website when you are logged in, to make it relevant to your specific needs.
- (i) To disclose information to trusted third parties where we have maintained a business relationship with them to provide services that you have requested, such as psychometric evaluations or skills tests, and who also provide services to us, such as professional advisers, IT consultants, mailing houses and function co-ordinators. These third parties must also comply with similar practices of privacy and confidentiality as CBC Staff Selection.
- (j) If, during the course of dealing with you CBC Staff Selection combines with or is acquired by another business, we may share personal data with the new owners of the business and their third parties. Should this occur, you will be sent notice of such an event.
- (k) We may also disclosure personal data to regulatory or law enforcement authorities if they require us to do so, and;
- (l) We may also require your consent to collect, retain, utilise and disclose your personal data for any other intention not listed above.

In addition to this Privacy Policy, CBC Staff Selection provides specific Privacy Collection Notifications to individuals from whom we collect personal information. These notifications are tailored to the context in which the information is collected and provide further details on the specific purposes, legal basis, and disclosures applicable in each situation.

Where we provide services to Queensland Government agencies, CBC Staff Selection will comply with any reasonable privacy directions provided by the customer.

SENSITIVE INFORMATION

Sensitive information is an exclusive category of personal information under the Privacy Act 1988 (Cth). It includes information or opinions about your racial or ethnic origin, political opinions, religious beliefs, trade union membership, sexual orientation, criminal records, and health information. CBC Staff Selection will provide the intentions for collecting this information and will only disclose it with your full consent, unless required or authorised by law.

LEGAL REQUIREMENTS FOR PERSONAL INFORMATION

Certain Australian laws require us to collect specific types of personal information, such as taxation, immigration, and employment-related data.

The following Australian laws require or authorise our collection of personal information from you:

- ▲ Migration Act 1958 (Cth) and Migration Regulations 1994 (Cth) (for right-to-work verification).
- ▲ Private Employment Agents (Code of Conduct) Regulation 2005 (Qld).
- ▲ Work Health and Safety Act 2011 (Cth) (for health and safety compliance).
- ▲ Fair Work Act 2009 (Cth) (for employment and payroll purposes).



- ▲ Additional legal obligations may arise based on the nature of a specific role or industry.

DISCLOSURE OF PERSONAL INFORMATION OUTSIDE AUSTRALIA

CBC Staff Selection primarily serves users from Far North Queensland, central and regional Queensland, domestic Australia, and Papua New Guinea. The nature of our business, operations and services may require us to disclose personal information to related companies and service providers, including those located outside Australia.

- ▲ Where you are registered as a candidate on our central database (in Cairns and Townsville, Australia), your personal information may be disclosed to related entities or partners within Australia and Papua New Guinea. Before doing so, CBC Staff Selection consultants will seek your consent unless the disclosure is otherwise authorised or required by law.
- ▲ We may also disclose personal information to different areas (departments) of CBC Staff Selection to improve our services, develop and market new services, and tailor our website to make it more relevant to you.

We will take reasonable steps to ensure that any personal information disclosed outside Australia is protected against loss, misuse, unauthorised access, modification or disclosure, and that it is handled in accordance with the *Privacy Act 1988 (Cth)* and, where applicable, the *Information Privacy Act 2009 (Qld)* (as amended by the *Information Privacy and Other Legislation Amendment Act 2023 (Qld)*). This includes compliance with the Queensland Privacy Principles (QPPs), mandatory data breach notification requirements, and any future QPP Codes prescribed by regulation.

PRIVACY ON OUR WEBSITE WWW.CBCSTAFF.COM.AU

(a) Submitting your resume and applying for jobs

- ▲ You may submit your resume to CBC Staff Selection via www.cbcstaff.com.au, either for general consideration by our recruitment consultants for positions as they arise, or to apply for a particular job, specific to your job search.
- ▲ Once submitted, your resume will be sent directly to the relevant CBC Staff Selection recruitment consultant who will review your details and advise you whether you are to be accepted by our establishment for an official registration on our central recruitment database.
- ▲ This database, including your personal data, can be accessed by any of our recruitment consultants working in our offices located in Cairns, Queensland & Townsville, Queensland, Australia.
- ▲ If you are accepted onto our database, our recruitment consultants will then contact you to set up an interview in person for candidates situated within the immediate local area of Cairns or Townsville, Queensland, and for successful candidates within the wider Queensland regions, a telephone interview or face to face interview via 'Zoom' will be conducted.
- ▲ You are able to update your resume at any time, simply by following the same procedures you were required to follow previously to submit a new or updated version of your resume via our websites.

(b) Aggregate information about website visitors

- ▲ We collect information and statistics about all visitors to our website www.cbcstaff.com.au, which is inclusive of; the most frequently accessed pages and most frequently used services

- ▲ We only utilise such data in aggregate form (the information will not identify any one individual)
- ▲ This information assists us in determining the most beneficial areas of our website and ways in which we can continually enhance our online and customer services to create an exceptional overall experience for our users
- ▲ Overall experience for our users

SECURITY

CBC Staff Selection practices reasonable steps to keep any provided personal information secure, accurate and up to date. The internet is not always a secure method of communicating personal information. Accordingly, while we endeavour to protect your personal information by implementing digital security measures in various parts of our website www.cbcstaff.com.au.

CBC Staff Selection cannot accept responsibility for the security of information you send or receive from us via internet transmissions, or for any unauthorised access or utilisation of that information. Where applicable, if we have web links to websites outside the confines of www.cbcstaff.com.au, we cannot ensure that your privacy will be secure adherent with this privacy policy. You should consult any other advertised websites' privacy policies if you have an intention to transmit personal information via their web services, as we have no control over the, and are not responsible for any personal data that is submitted to or gathered by these third parties.

Access to personal information is restricted to staff who require it to perform their duties. All staff are trained in privacy compliance, and where required, may be asked to sign privacy undertakings to reinforce their obligations.

DATA BREACH NOTIFICATION

CBC Staff Selection will promptly notify affected customers and, where required, regulators of any actual or suspected data breach in accordance with Chapter 3A of the *Information Privacy Act 2009 (Qld)* and Part IIIC of the *Privacy Act 1988 (Cth)*. We will cooperate with customers to investigate, contain and remediate breaches, and to support mandatory notifications where applicable.

ACCESS TO PERSONAL INFORMATION

- ▲ You may request access to, or correction of, your personal information held on the central CBC Staff Selection database, simply by contacting the current CBC Staff Selection office manager (as specified at the end of this privacy policy). We will ask you to verify your identity and for more information (if needed) regarding your request. We will respond within a reasonable time and, where we do not agree with your requested correction, we will provide written reasons and allow you to add a statement of your position to the record.
- ▲ Where you request your personal information to be updated and there is a dispute about the facts, we will make a note on your personal information of such a dispute.
- ▲ If you are a current user of CBC Staff Selection and have created a customer account via our website www.cbcstaff.com.au, you are able to view, access and update any information by logging into your account.
- ▲ You may also request that CBC Staff Selection discontinues the use of your personal information and contacting you, and we will comply with your request i.e. if at any time you wish to stop receiving newsletters and updates from us, please use the "unsubscribe" link included in any emails (or any other material) sent to you.
- ▲ However, please be advised if this involves a request for deletion of your file, please be aware that we may not be required or retain the capacity to do so, particularly if and where your profile holds information about any of our other clients.



COMPLAINTS

At CBC Staff Selection we aim to acknowledge receipts of complaint as soon as possible and commit to address and resolve complaints within no later than 10 working days of the admission of the complaint. In such circumstances, we will respond to your complaint in a reasonable and practical time. You may wish to contact the Australian Information Commissioner (OAIC) via <http://www.oaic.gov.au/about-us/contact-us-page> if you are not satisfied with our response to your complaint. More information about OAIC is available at: <http://www.oaic.gov.au/>

If your complaint relates to services provided to a Queensland Government agency, you may also contact the Queensland Office of the Information Commissioner (OIC): <https://www.oic.qld.gov.au/about/contact-us>.

CONTACT

For any further questions or queries in regard to this privacy policy, please contact CBC Staff Selection in Cairns or Townsville Director as follows: sally@cbcstaff.com.au

This Privacy Policy has been compiled in accordance with both the *Privacy Act 1988 (Cth)* and the *Information Privacy Act 2009 (Qld)*, as amended by the *Information Privacy and Other Legislation Amendment Act 2023 (Qld)*. These laws regulate the handling of personal information, including its collection, use, storage, disclosure and protection.

Where we provide services to Queensland Government agencies, we comply with the *Queensland Privacy Principles (QPPs)*, obligations regarding the disclosure of personal information outside Australia, mandatory data breach notification requirements under Chapter 3A of the Information Privacy Act, and any future QPP Codes prescribed by regulation.

Where we provide services outside the scope of the Queensland Information Privacy Act, we comply with the *Australian Privacy Principles (APPs)* under the *Privacy Act 1988 (Cth)*.

More information regarding these laws can be found at:

- [Office of the Australian Information Commissioner – Privacy Act](#)
- [Queensland Government – Information Privacy Act](#)

ISO 9001:2015 REQUIREMENTS

Clause: 7 Support	9.1.1 General
7.1 Resources	9.2 Internal audit
7.1.1 General	9.3 Management review
7.1.2 People	9.3.1 General
7.1.5 Monitoring and measuring resources	9.3.2 Management review inputs
7.1.6 Organisational knowledge	9.3.3 Management review outputs
7.4 Communication	
7.5 Documented information	Clause: 10 Improvement
7.5.1 General	10.1 General
7.5.2 Creating and updating	10.2 Nonconformity and corrective action
7.5.3 Control of documented information	10.3 Continual improvement
Clause: 9 Performance evaluation	
9.1 Monitoring, measurement, analysis, and evaluation	