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# Privacy Policy

It's important you can trust us with your personal information. We take your privacy and security very seriously. We will only ask you for the information we need. This Privacy Policy explains how we handle your information. We take appropriate measures to ensure we can engage securely. This Policy covers all interactions with us. We will not collect personal information unless the information is necessary for conducting business functions or activities. We will only collect personal information by lawful and fair means, and will be stored with appropriate security.

We respect your personal information and your rights to privacy.

We know that when you give us your personal information, it imposes a serious responsibility upon us. We are committed to protecting your personal information and maintaining your trust.

## HOW OUR POLICY APPLIES

### What information we collect and why

We collect a variety of information for different purposes.

#### Business use

We may collect a range of information in a business context, such as your name, gender, job title, photographic identification, email address, home address and other contact details, details of your business and other interests, experience and/or academic and professional qualifications, third party references, communications with you (including notes from meetings), financial and payment information, and information collected from clearance questionnaires and/or interviews.

We use the information collected from you for business-related purposes, including negotiating, concluding and performing contracts, administering real estate leases and licences, recruitment, conducting clearance procedures, managing accounts and

records, communicating with you and third party contacts, supporting corporate social responsibility activities, legal, regulatory and internal investigations and debt administration.

## Job Applicants

When you apply for work with us we will collect more specific personal information about you, such as your name, email address and telephone number, qualifications and career history. We may also ask you for other information, such as information on your interests and the types of jobs you are interested in. The personal information you provide to us will only be processed for the purpose of considering employment or internship positions.

Personal information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade-union membership, health or sex life, litigation or conviction will only be processed by us, if processing is necessary to comply with equal opportunity laws and regulations. We recommend that you only communicate sensitive information if you believe it is required for us to comply with such laws and regulation.

## Our website

When you use our website, we will collect standard information that is sent by your browser to our website. This includes technical information, such as your IP address, browser type, operating system, language, time zone setting, access times and any referring website addresses.

We use this information to administer our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes. We also collect certain information to provide users with a personalised experience when visiting our websites. Through the use of a 'cookie', we can record information about your visit to our website including the clickstream to, through and from our site (including date and time), the pages visited, page interaction information and methods used to browse away from the page. This information is used anonymously and in aggregate, and is collected and logged for statistical purposes. Through analysis of these records, we are able to provide an improved service when users revisit our websites.

## Competitions

When you register and participate in Competitions and Challenges we will collect data about you.

We may share this information with our partners for marketing and sales purposes.

## Who do we collect personal information from

We collect personal information from a range of individuals, in the context of our business activities. For example:

- representatives of our suppliers, clients, sponsors and business partners
- people who enter competitions organised by us
- contractors
- industry association representatives
- users of our website and other platforms
- job applicants.

## How will we manage your personal information

We will only:

- record information about you that is absolutely necessary
- collect all necessary information lawfully and fairly and not in an unreasonably intrusive way
- where reasonably practicable, collect the information from you, if we do collect it from somebody else we will inform you of this
- obtain your consent before collecting any sensitive information (unless the collection is required or authorised by law)
- obtain your consent before using or disclosing their information for any purposes not related to your employment (unless the use or disclosure is required or authorised by law unless we are investigating a reasonable suspicion that unlawful activity is occurring)
- ensure your information is secure
- allow you access to records we hold containing your personal information, unless:
  - allowing access infringes on the privacy of others
  - the request is frivolous or vexatious
  - the information pertains to legal proceedings between you and the Company

- access would be unlawful (for example a court would consider it a breach of confidence)
- access would affect any negotiations with you
- denying them access is required or authorised by law
- access would affect the prevention, detection, investigation or remedying of seriously improper conduct
- if providing access would reveal commercially sensitive evaluative information, we would explain the record to you instead
- if you disputes the accuracy or completeness of your records, we will allow you to write a note to this effect and include it in the record

### Disclosure of personal information

Generally, we will not disclose your personal information to an outside party.

There may be occasions where we may do so:

- if you want us to provide confidential information on your behalf. In this case, Management or their nominated representative will co-ordinate the response.
- if we are required by law or subpoena to provide your personal information to an outside party. You may or may not be notified of these requests.

### Examples of outside parties

- Australian Taxation Office and nominated Superannuation Fund for the provision of tax file numbers and superannuation information
- Banks and other financial institutions (as directed or requested by you) to effect payment of salary
- Centrelink and other Government Departments that have appropriate legislative authority
- Medical practitioners and other health providers (to assist us in complying with Occupational Health and Safety obligations and WorkCover purposes)
- Social clubs, health insurance companies (as directed or requested by you)

### Securing your personal information

We take all reasonable technical and organisational security measures to protect personal information from accidental or unlawful destruction, accidental loss and unauthorised access, destruction, misuse, modification or disclosure.

These precautions include:

- ensuring internal and external security
- restricting access to Information to only those with a genuine need and those who are aware of the correct use of collection, use and disclosure of Information and appropriate Information Technology security via password protection
- taking reasonable steps to securely dispose of all Information that is no longer needed for the purposes for which it was requested or required by law.

Handling external requests for personal information

## Personal reasons

If you need verification of your employment and salary details to obtain a mortgage or credit card, or for other personal reasons, you must submit a written request to Management with at least one week's notice. Such requests must indicate that you authorise Management to release the required details to a nominated person or institution.

## Employment Reasons

It is not our policy to provide a written or verbal employment reference for past or present employees. We may supply, upon written request, a statement of duties performed and duration of employment.

If you are asked by an existing or past employee to provide a personal reference you must consult with Management for advice on providing a balanced, objective view of their work record.

If you provide a personal reference it cannot use or be printed on official Company stationary.

Gaining access to your employee information

We maintain a personnel file for each employee. Your file contains a copy of your employment application, letter of offer, your performance appraisals and any formal counselling and disciplinary documentation.

Other records associated with the administration of your pay and other employment matters may also be included on your file.

The contents of your employee file is strictly confidential and access is limited to authorised individuals.

You may ask to inspect the time and wages aspects of your personnel file by contacting your supervisor. Provided reasonable notice has been given, you may review or copy this file in the presence of an authorised person.

You will not be allowed to remove any original contents of your personnel file. Your personnel file remains the property of the organisation.

#### Ensuring your information is up to date

The accuracy of your personal details kept on record is your responsibility.

The accuracy of personnel records is essential:

- for ensuring compliance with industrial legislation
- in the case of an accident or emergency to notify your family or next of kin
- for income tax deductions
- to ensure prompt receipt of organisational and taxation correspondence

Whenever you change your address (postal or residential), phone number, pay variations or any other important personal details, please complete the **Change of Employee Details** and hand it to your supervisor as soon as possible.

Confidentiality will be respected on silent numbers or restricted knowledge of address, and should be clearly advised.

#### Who do I contact to access my information or wish to complain about a breach of my privacy

If you wish to access your information, or have a complaint about the management of your information you should contact the Human Resources Manager.

Any complaints should include details of the basis of the complaint, the relevant privacy principle that has been breached and any specific details in order to investigate the complaint

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## WHO

All Staff - fulltime, part-time, casual and contractors

Board Members

Job Candidates

Student Placements

Subcontractors

Visitors

## **OBJECTIVES**

Describes the information that may be collected by us and the choices you can make about your personal information and how we protect your personal information.

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## **YOU MAY ALSO LIKE**

Incident and Hazard Reporting and Investigation Procedure

Fitness for Work - Drugs & Alcohol Procedure

Managing Unsatisfactory Performance and Conduct Procedure

Acceptable ICT Policy

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## **REFERENCES**

Fair Work Act 2009 (Cth)

Information Privacy Act 2009

Privacy Act 1998 (and APP)

Spam Act 2003

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