

PRIVACY POLICY

Our Commitment

Fetch Recruitment Pty Ltd (ACN 155517801) & Fetch Personnel Pty Ltd (ACN 620155786) (collectively "Fetch", "we" or "us") are committed to providing you with the highest levels of professional service. This includes protecting your privacy, as we understand the importance of privacy of your personal information. This Privacy Policy sets out how we collect, hold, use and disclose your personal information. By visiting our website, requesting our services, applying for a job with us or otherwise providing us with your personal information, you consent to your personal information being collected, held, used and disclosed as set out in this Privacy Policy. This Privacy Policy applies to all individuals (including our clients, the individuals whose personal information is collected from clients or other third parties, job applicants and prospective employees) who provide us with their personal information. However, if you are a prospective employee who is ultimately employed by us, this Privacy Policy will no longer apply to any personal information that forms part of your "employee records", as that term is defined in the Australian Privacy Act 1988 (Cth) ("Act").

What personal information do we collect?

We collect personal information (including sensitive information, for example your health information, racial or ethnic origin, connection to trade unions, and/or criminal record) that is necessary for us to provide you with the services you request, manage your requests and improve our business. Such personal information usually includes your name, date of birth, address, email and telephone numbers. In addition, we may collect the following personal information:

- **For recruitment purposes:** your previous work history, performance appraisals, qualifications, information about incidents in the workplace, health information, personal history, opinions from referees, information in relation to absences from work due to leave, illness or other causes and our assessment of you as a prospective candidate for recruitment.
- **For payroll purposes:** your employment details, Tax File Number, superannuation account details, bank account details and other ancillary information that is required to fulfil contractual, legislative, filing and reporting obligations (including the payment of salary and wages).

How do we collect personal information?

Where possible, we collect your personal information directly from you, for example in person, over the telephone, by email, when you set up an account with us or complete one of our online or hard copy forms. In most situations we will also obtain your personal information from third parties such as our clients, your referees, educational institutions and current and former employers. For the provision of payroll services, we collect your personal information from your employer who has contracted Fetch to provide payroll services. We may also automatically collect certain information when you visit our website, some of which may personally identify you. Such information includes the type of browser you are using, the type of operating system you are using, your IP address and how you use our website. If you would like to access any of our services on an anonymous basis, please let us know in writing. If this is possible and lawful, we will take reasonable steps to comply with your request. However, if you choose not to provide us with your personal information we may not be able to provide you with the services or assistance you require, including arranging suitable interviews for you.

If you provide us with personal information about another individual, before doing so you:

- must tell that individual that you will be providing their personal information to us and that we will handle their personal information in accordance with this Privacy Policy;
- must provide that individual with a copy of (or refer them to) this Privacy Policy; and
- warrant that you have that individual's consent to provide their personal information to us (collectively "Third Party Consent Requirements").

If you provide us with personal information about another individual, you indemnify us against any loss and/or damage that may arise as a result of you not having completed the Third-Party Consent Requirements.

How is your personal information held?

We collect your personal information and it is stored electronically on a protected online platform. Any documents that are printed get destroyed by a third-party provider.

Why do we collect personal information and how do we use it?

We collect your personal information and use it for the purpose for which it was provided to us, other related purposes (and, in the case of sensitive information, directly related purposes) or as permitted or required by law. Such purposes include:

- providing our clients and/or you with our services;
- facilitating placement operations and recruitment opportunities for job applicants, including assessing your application for employment with prospective employers and verifying your information;
- providing you with further information about the recruitment opportunities or services you requested;
- conducting surveys of job applicants in relation to the services we provide;
- providing you with information about Fetch and its activities that are of relevance to you (if you have consented to receiving this);
- in the payroll context, fulfilling contractual commitments to provide payroll services for our clients.
- the information collected from our payroll clients is used solely for the purpose of payroll processing; and
- any other purpose identified at the time of collecting your personal information.

When do we disclose your personal information?

Any personal information you provide to us may be disclosed, if appropriate, to third parties for the purpose of facilitating placement operations, verifying your details, providing payroll services, marketing our services and managing our business. Such third parties may include:

- any of our related entities, affiliates and agents;
- our clients, including your prospective employers and external organisations seeking labour;
- educational institutions and background screening providers to verify your qualifications;
- your referees and current and former employers;
- our third-party service providers, contractors and suppliers (such as our IT service providers for hosting databases);
- our professional advisors including our accountants, auditors and lawyers; and
- any other third parties notified to you at the time of collecting your personal information.

It is also possible, though unlikely, that we might be forced to disclose personal information in response to legal process or when we believe in good faith that the law requires it, for example, in response to a court order, subpoena or a law enforcement agency's request. We will only disclose your sensitive information (for example, health information) for the purposes for which it was initially collected, other directly related purposes, purposes to which you otherwise consent, or as required by law.

Do we send information overseas?

In order to fulfil our contractual obligations, we may send your information to our data processing and storage centres, which may be located outside of Australia (such as India, Philippines, and Malaysia). We will take reasonable steps to ensure that the overseas recipient complies with the Act and this Privacy Policy (for example by putting in place appropriate contractual arrangements with the recipient to safeguard your privacy).

Accuracy, access to and correction of your personal information

We will take reasonable steps to ensure that the personal information that we hold is accurate, complete and up to date. Please contact us using the contact details below if your details have or are about to change, or if you wish to otherwise update or correct your personal information. We will, on request, provide you with access to the personal information we hold about you unless otherwise required or permitted by law. If we deny access to information we will set out our reasons for doing so. If you would like to access your personal information, please make your request in writing addressed to our Privacy Officer using the contact details below and provide proof of your identity.

Security of your information

We will take reasonable steps to secure your personal information that we collect and hold. Electronic information is protected by various security measures and access to information and databases are restricted to authorised personnel that need access to the information in order to perform their duties. All electronically captured job applicant and client data is passed through a secure site using encryption technology to ensure your personal information is protected if it is sent over the internet. However, security measures are never completely successful and, despite the measures we have put in place, we cannot guarantee the security of your personal information. It is your responsibility to ensure you protect your personal information (for example, by protecting any usernames and passwords) and should notify us as soon as possible if you become aware of a security breach.

Complaints

If you wish to make a complaint about a breach of this Privacy Policy or the privacy principles under the Act, you can contact us using the contact details below. You will need to provide us with sufficient details regarding your complaint as well as any

supporting evidence and/or information. We will refer your complaint to our Privacy Officer who will investigate the issue within a reasonable time frame, which is usually 30 days but may be longer if the matter is complex. Our Privacy Officer will determine the steps (if any) that we will undertake to resolve your complaint. Such steps may include discussing the options for resolving the complaint with you, notifying relevant employees the subject of a complaint and seeking their input or escalation to our Director. We will contact you if we require any additional information from you and will notify you in writing of the outcome of our investigation. If you are not satisfied with our determination, you can contact us to discuss your concerns or complain to the Australian Privacy Commissioner via www.oaic.gov.au.

Notice under the Fair Trading Act 1987 and Regulations

The Fair Trading Act 1987 and Regulations apply in Australia, and require us to provide the following statement to you:

As an employment placement service provider:

- we do not charge job seekers a fee for the purpose of finding that candidate employment
- we do not engage in any misleading or deceptive conduct including activities such as advertising a position as being available when we know no such position exists; and
- we do not knowingly give misleading information to a candidate about the nature of a position.

Any job seeker who believes that we have acted inappropriately in the course of providing employment placement services may contact the Recruitment & Consulting Services Association www.rcsa.com.au for information on possible action that may be taken.

Revisions to this Privacy Policy

We reserve the right to revise this Privacy Policy or any part of it from time to time. Please review this Privacy Policy periodically for changes. Your continued use of our website, products, services or provision of further personal information to us once you have been notified of the revised Privacy Policy constitutes your deemed acceptance of the revised Privacy Policy.

How to contact us

If you would like more information about our privacy practices or have any questions in relation to this Privacy Policy, please contact our Privacy Officer using the contact details shown below:

Address: Level 21, 40 St City Rd, Southbank VIC 3006 Australia

Telephone: (03) 9867 3051