

Privacy and Personal Information Policy

1. Objective

To ensure that the personal information of all staff is used only for the primary purpose for which it was provided.

2. Scope

All staff are responsible for maintaining privacy of information.

3. Policy Statement

The privacy of Smart Employment Solutions staff and business providers is maintained by ensuring that personal information is only used for the primary purpose for which it was provided.

Smart Employment Solutions will ensure that personal information collected or held:

- Is accessible only to staff or authorised personnel who have a need for access in order to perform their duties. This includes password allocation for accessing computer and banking systems. All personal information is not made available to third parties without the express consent of the individual except as required by law.
- Is destroyed or de-personalised when no longer required or there is no statutory obligation to hold the information.

Subject to any restrictions permitted by law, individuals will be given reasonable access to the personal information Smart Employment Solutions hold about themselves and an opportunity to add their comments on that information to Smart Employment Solutions records.

4. Breach of Policy

A breach of this policy, either intended or unintended, will be considered serious and may lead to disciplinary action including termination of employment or cancellation of contract.


5. Associated Documents

03-02 Privacy and Personal Information Procedure

6. Appendices

Fair Work Act 2009

Privacy Act 1988

	Title	Name	Date	Signature
Approved by	Managing Director & CEO	Steve Craven	08/21	

Privacy and Personal Information Procedure

1. Objective

The purpose of this procedure is to provide guidelines so that personal information on Smart Employment Solutions Employees remains confidential and is used only for the primary purpose it was intended for.

2. Scope

This procedure applies to all Smart Employment Solutions Staff.

3. Method

Access to Personnel Files

Smart Employment Solutions maintains a personnel file for each employee. Each file contains a copy of the Contract of Employment, all signed induction documents performance appraisals and any formal counselling and disciplinary documentation.

Other records associated with the administration, payroll and other employment matters may also be included on the file.

An employee's personnel file will not contain any material that has not been reviewed or discussed with the employee. The contents of employee files are strictly confidential and access is limited to authorised individuals. All computer-based information will be protected through the use of access passwords and backed-up daily.

An employee may request to inspect their time and wages aspects or personnel file. An employee may review or copy this file in the presence of an authorised person only.

Employees are not permitted under any circumstances to remove original contents of the file from the premises at any time either during their employment or upon termination. Your personnel file remains the property of the organisation.

Smart Employment Solutions is committed to ensuring that National Privacy Principles are adhered to. The collection of an employee's personal information will be in a lawful and controlled manner, and Smart Employment Solutions will not collect sensitive information unless required by law and/or by consent. The organisation will not use or disclose personal information for any reason other than the primary purpose of collection, maintain personal information so that it is accurate and up-to-date, and reasonable steps will be taken to ensure protection of personal information and identifiers from misuse. Smart Employment Solutions is dedicated to openness and access of personal information available on request by the individual. The organisation is able to transfer personal information to a foreign country if subject to a law, binding scheme or contract.

Access to company premises is controlled, and after-hours access is only given to authorised personnel.

Disclosure of Personal Information

Smart Employment Solutions is committed to protecting the privacy of current and former employees. To assist employees who want the organisation to provide confidential information on their behalf, the CEO or their nominated representative will co-ordinate the response to any requests for information about current and former employees.

Only the CEO or their nominated representative will respond to written requests for wages/salary, work history and other confidential information.

Smart Employment Solutions may, however, release information about current and former employees if the request is accompanied by a subpoena or if releasing the information is required by law.

Disclosure of confidential information or intellectual property can put a Team Member in breach of the Privacy Act and can attract a severe penalty.

External Requests for Employee Information

Personal Reasons

Smart Employment Solutions employees, who need verification of their employment and wage/salary details to obtain a mortgage or credit card, or for other personal reasons, must submit a written request to the CEO. Such requests must indicate that they authorise Smart Employment Solutions to release the required details to a nominated person or institution.

Employment Reasons

Smart Employment Solutions employees, may authorise their immediate supervisor or other organisation representatives to provide a personal reference, which includes an assessment of the employee's job performance and accomplishments. Any such authorisation must be in writing.

The immediate supervisor or any other employee who is asked by an existing or past employee to provide a personal reference must consult with the CEO for advice on providing a balanced, objective view of the employee's work record.

Smart Employment Solutions is obliged; however, pursuant to the Further Education and Training Act., to maintain certain records and make those records available for inspection by the officers of the Department of Employment, Small Business & Training.

Personal Information Changes

The accuracy of personnel records is essential to Smart Employment Solutions for a number of reasons including:

- Compliance with industrial and other privacy 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.

The accuracy of personal details kept on record is the responsibility of the employee.

Whenever an employee changes their address, either postal or residential, phone number, pay variations or any other important personal details, they must advise the relevant payroll team (apprentice/trainee, or internal staff payroll) as soon as possible.

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

4. Associated Documents

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