



OstaraAustralia

RECRUITMENT. TRANSFORMING LIVES

PRIVACY POLICY

OSTARA AUSTRALIA
8-10 PALMER STREET
PARRAMATTA, NSW 2150
1300 JOB SEEK (1300 562 7335)
WWW.OSTARA.ORG.AU

Privacy Policy

Ostara Australia is committed to protecting the privacy and confidentiality of our Employees and our clients (Jobseekers) personal information in line with State and Federal Privacy legislation.

This policy explains how we handle your personal information.

This statement only applies to our databases and files and does not cover any State, Territory or Commonwealth Government database or file.

You are advised to contact the relevant government agency for a copy of their privacy policy.

Where we use the words 'we' 'our' and 'us' in this document, it means Ostara Australia

This policy focuses on our commitment to protecting the privacy of our Jobseeker's and Employee's personal information and outlines the various ways in which we ensure this protection.

For the purposes of this policy, personal information is described as follows (as from the *Privacy Act 1988*):

Information or an opinion about an identified individual, or an individual who is reasonably identifiable:

(a) *whether the information or opinion is true or not; and*

(b) *whether the information or opinion is recorded in a material form or not.*

Personal information includes but is not limited to information such as a person's name, address, financial information, marital status, billing details and medical details.

Collection of personal information

Employees

Ostara Australia will collect personal information from our Employees in order to obtain the information required to meet our employment, legal and taxation obligations.

Information collected includes general personal details (such as address, contact details, tax and bank details, emergency contact details etc) and may include details of any disability or health issue that may affect the staff member's ability to meet the requirements of their position.

Jobseeker's

Ostara Australia is required to collect personal information from Jobseekers in order to provide our services as a DES employment provider. These services include, but is not limited to:

- Determining jobseeker's eligibility for participation in DES, including to assess their work environment requirements;
- Assisting jobseekers to find a job, education and training opportunities;
- Contact jobseekers about their participation in the DES program;
- Contact potential and actual employers on jobseekers behalf to negotiate their employment conditions and any specific requirements;
- Ensure compliance under our obligations under the DES Grant Agreement, including by contact employers to verify any claims submitted to the department;
- Resolve complaints or obtain feedback from jobseekers regarding our services.

Information collected includes general personal details, education or enrolment details, medical details, emergency contact details and may include details of any disability or health issue that may affect the Jobseekers' ability to undertake training and/or assessment activities.

Ostara Australia will only collect personal information that is required for the purposes of providing our services, or for meeting our government reporting requirements.

Ostara Australia collects personal information in writing from the Jobseeker or from the employer, education provider or medical provider of the Jobseeker directly. We provide all Jobseekers with a permission to disclose form in which we confirm the consent of the Jobseeker to collect this information.

Use and disclosure of personal information

Ostara Australia uses personal information of its staff for the purposes of meeting employment requirements including payroll, superannuation and taxation.

Ostara Australia uses personal information of its Jobseekers for the purposes of providing our services as a DES employment provider and may also be provided to government as part of our funding or legal data collection requirements.

Personal information will only be used for the purposes as outlined in this policy or in ways that might be reasonably expected.

We will make every effort to ensure that the information we collect is kept up to date and accurate. We undertake to correct any error that is brought to our attention.

Access to personal information

It is a policy of Ostara Australia to allow access to personal files at any time to the person to whom those files relate, upon written request.

Staff and Jobseekers may access their files by submitting their written application to info@ostara.org.au

Storage and security of personal information

Ostara Australia will take all reasonable steps to maintain the privacy and security of personal information.

Information stored electronically is kept on a secure server and access is restricted to authorised Employees.

This server is regularly backed up and kept in a secure location.

Paper-based documents containing personal information are in locked filing cabinets and held within secure areas within our Ostara Australia premises.

Where documents are required to be transferred to another location, personal information is transported securely in an envelope, folder or document bag.

Reasonable steps will be taken to destroy or permanently dis-identify personal information when it is no longer required for any purpose.

Jobseekers information will be kept electronically for 30 years.

Confidential Information

Ostara Australia will make all reasonable efforts to protect confidential information received from Jobseekers or partner organisations during the course of our business operations.

This information will not be disclosed without the prior consent of the Jobseeker.

Resolving privacy concerns

If you wish to raise a concern about your privacy, please contact us on 1300 562 7335 or email info@ostara.org.au