

Privacy Policy

1. Purpose

From time-to-time Deep Dive HR Consulting is required to collect, hold, use and/or disclose personal information relating to individuals (including, but not limited to, its customers, contractors, suppliers, and employees) in the performance of its business activities.

This policy affirms Deep Dive HR's commitment to privacy principles and describes how we ensure compliance with relevant Privacy legislation.

2. Scope

This Privacy Policy describes how Deep Dive HR Consulting collects, uses and safeguards personal information which you may provide us directly or to which we have been provided through our work with our client.

3. Policy Statement

Personal information can be information or an opinion about you from which your identity is apparent or can reasonably be ascertained. We are committed to promoting confidence in the manner in which your personal information is handled by us. In this regard we will act ethically and, as evidence of this commitment, will comply with the Privacy Amendment (Private Sector) Act 2000 and the Australian Privacy Principles set out in the Privacy Act 1988 (as amended).

4. Collection of Personal Information

4.1 Types of information that Deep Dive HR collects

Deep Dive HR collects personal information that is reasonably necessary for one or more of its functions or activities.

The type of information that Deep Dive HR collects and holds may depend on your relationship with Deep Dive HR. For example:

- *Candidate*: if you are a candidate seeking employment, Deep Dive HR may collect and hold information including your name, address, email address, contact telephone number, gender, age, employment history, references, resume, medical history, emergency contact, taxation details, qualifications, and payment details.
- *Customer*: if you are a customer, Deep Dive HR may collect and hold information including your name, address, email address, contact telephone number, gender and age.
- *Supplier*: if you are a supplier, Deep Dive HR may collect and hold information including your name, address, email address, contact telephone number, business records, billing information, information about goods and services supplied by you.
- *Referee*: if you are a referee of a candidate being considered for employment, Deep Dive HR may collect and hold information including your name, contact details, current employment information and professional opinion of candidate.

It may be necessary to collect other or sensitive information to provide specific services on behalf of our client. Such information may include:

- Psychometric assessment results
- Identification documents (eg. Driver's license)
- Qualifications and professional membership details
- Criminal history (if required)
- Visa or work permits
- Vaccination status (only if it is a mandatory requirement by the client or workplace)
- Bank details, tax file number, superannuation details and insurance arrangements

4.2 How we collect Personal Information

Deep Dive HR collects personal information only by lawful and fair means. Deep Dive HR will collect personal information directly from you if it is reasonable or practicable to do so.

Deep Dive HR may collect personal information in a number of ways, including without limitation:

- Job applications as part of a recruitment process that we conduct for a client
- Job applications with Deep Dive HR
- Email
- Telephone/virtual meeting
- In person

We may also receive your personal information from our client, where we have been contracted to provide specific recruitment, selection, training or HR consulting services.

4.3 Providing us information about others

It may be necessary for you to provide us with personal information about someone else. For example, if you are registering them for a training workshop on their behalf. It is important that you only do so with their express acknowledgment and consent, and that they are either informed or able to access this Privacy Policy.

5. Disclosure and use of Personal Information

5.1 Purposes for which we collect, hold, use and disclose Personal Information

Deep Dive HR will collect personal information if it is reasonably necessary for one or more of our functions or services to clients.

The main purposes for which Deep Dive HR may collect, hold, use and/or disclose personal information may include (but are not limited to):

- recruitment services
- customer service management
- training and events
- surveys and general research
- business relationship management
- assisting in investigating your complaints, feedback, and enquiries

5.2 Direct marketing

Deep Dive HR may use your personal information for the purpose of marketing our services to you (e.g., communicating new services being offered by Deep Dive HR) if you have consented to the use or disclosure of the information for that purpose.

We will only do this if you have previously provided us with your details directly by either engaging with our services or if we have reasonably obtained your personal information. We will not send marketing materials to you if we received your details as a job applicant.

You can opt out of receiving direct marketing communications from Deep Dive HR by contacting someone from our team.

5.3 Disclosure of Personal Information

Deep Dive HR may disclose your personal information to third parties for any of the purposes for which it was collected, as detailed above, or where it is under a legal duty to do so. These third parties may include:

- contractors and consultants in order to perform services on behalf of our company or our clients
- clients who wish to engage you as a contractor, fixed term/temporary employee or permanent employee
- your referees
- other entities with your consent or as permitted or required by law.

5.4 Holding Personal Information

Deep Dive HR has processes in place to ensure personal information is de-identified or destroyed once it is no longer in use or no longer required. From time to time, Deep Dive HR may engage Australian based, third-party providers to collect and host your personal information on our behalf. In those cases, only authorised personnel have access to these secure platforms.

6. Access and Correction of Personal Information

6.1 Access to Personal Information

If Deep Dive HR holds personal information about you, you may request access to that information and/or obtain a more in-depth explanation about how the information is used by putting the request in writing and emailing one of our team members. Deep Dive HR will respond to any request within a reasonable period, and a charge may apply for giving access to the personal information. There may be certain circumstances in which Deep Dive HR will refuse to grant you access to the personal information. In such situations Deep Dive HR will give you written notice that sets out:

- the reasons for the refusal; and
- the mechanisms available to you to make a complaint.

6.2 Correction of Personal Information

Deep Dive HR will take reasonable steps to ensure that personal information we have about you is accurate, complete and up to date when using it. To assist us, please contact Deep Dive HR if any of the details you have provided change, if you are uncertain about its accuracy or wish to have your personal information deleted. We rely on you to assist us to keep your personal information up to

date and reasonable efforts will be made to assist you to do this. All requests will be responded to within a reasonable period.

Unless personal information is required to be retained by us for administrative or legal reasons, we will meet such requests at the earliest possible opportunity.

7. Security and Storage of Personal Information

Personal information is held in both hard copy and electronic formats. We have taken reasonable steps to ensure your personal information is always secure. All electronic information is limited to authorised personnel and approved third parties, and all hard-copy information are stored in secure locations (lockable drawers and filing cabinets). We also take steps to reasonably protect your personal information from misuse and loss, unauthorised access, modification, or disclosure and ensure it is maintained in an accurate and up-to-date manner.

When your personal information is no longer needed, Deep Dive HR will confidentially destroy this information or return it intact to the client organisation.

8. Complaints

You have a right to complain about Deep Dive HR and have your complaint handled efficiently if you are concerned about the handling of your personal information.

If you wish to lodge a complaint, you may contact any Deep Dive HR Directors to investigate your complaint and we will provide a response within a reasonable period. If you are unhappy with Deep Dive HR's response to your complaint, you may contact the Office of the Australian Information Commissioner.

9. Contacting Deep Dive HR

Please contact Deep Dive HR if you would like to access/correct your personal information, or if you wish to make a complaint, query or provide feedback about the way we handle your personal information.

Subject: PRIVACY

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