

CARESEEKERS

PRIVACY AND CONFIDENTIALITY POLICY GUIDELINES

Summary

Careseekers understands that you care how your personal information is used and shared. This document sets out our Privacy Policy and how we collect, use, disclose and keep safe your personal information.

Careseekers is committed to safeguarding the confidentiality of any personal or health information of individuals by:

- protecting privacy with regard to the collection, storage and disclosure of personal information; and,
- Complying with the Australian Privacy Principles and the *Privacy Act 1988* (Cth) (the Privacy Act).

Who should read this document?

This Policy applies to the Personal Information of all Careseekers' employees, platform users volunteers, clients/beneficiaries, and business partners collected or held by Careseekers.

Policy Guideline

This privacy policy sets out how we comply with our obligations under the Privacy Act. We are bound by the Australian Privacy Principles in the Privacy Act which regulate how organisations may collect, use, disclose and store personal information, and how individuals may access and correct personal information held by them.

Guiding Principles

Careseekers believes that individuals and communities have a right to privacy, dignity and confidentiality. This right will be upheld at all times through practices of sharing and providing information in a discrete manner and on a need-to-know basis;

Careseekers will be guided by the Australian Privacy Principles at all times;

Careseekers aims to create a workplace that is respectful, ethical and professional in all matters pertaining to confidential or private information held about an individual.

Policy Commitments

Careseekers will make available to individuals information about privacy rights and how to access or amend their Personal Information;

Careseekers will ensure there is an allocated role of the CMO as a central contact point for any individual requiring information or wanting to contact Careseekers about a privacy matter.

Careseekers will take steps to ensure that in reasonable circumstances the privacy policy is available free of charge and in an appropriate form.

Performance Indicators

Zero instances of a breach of confidentiality relating to Personal Information, Health Information or Sensitive Information;

100% of personnel, contractor, volunteer or worker files to include an executed confidentiality agreement.

Objectives

To ensure information is received, recorded, accessed and stored appropriately to maintain confidentiality;

To remain compliant with:

the *Privacy Act 1988* (Cth) (as amended);

all other relevant legislation;

obligations imposed by Government body funding agreements as well as accreditation and licensing standards; and,

any other Careseekers Policies and Procedures related to the collection, storage or other use of Personal Information.

Collection of Personal Information

The information collected by Careseekers allows us to improve the user experience of www.careseekers.com.au. Such information is utilised primarily to ensure that you may find the best possible worker/work opportunity to suit your needs. Such information may include name, address, email address, phone number, education, skills, employment history, driver's licence, languages, date of birth, information pertaining to membership components.

The Careseekers website may from time to time contain links to other websites. When an Online User accesses a website that is not Careseekers' website, it may have a different privacy policy.

How we collect information

We collect your Personal Information and Sensitive Information directly from you. We collect information through various means. We will not collect information unless it is necessary for the functions or activities of Careseekers. In cases where we need to collect information from other sources, we will discuss it with you and secure signed consent for us to seek and release information from other sources.

If you do not want to disclose information that we have requested, please raise this with us.

Use and disclosure of Personal Information

We only use Personal Information for the purposes for which it is given to us, or for the purposes which are related to one of our functions or activities.

For the purposes referred to in this Privacy Policy (discussed above under "Collection of Personal and Sensitive Information"), we may also disclose your Personal Information to other external organisations including:

- government departments/agencies such as the NDIS and other regulatory bodies, such as WorkCover/WorkSafe; and
- our professional advisors, including our accountants, auditors and lawyers.

Except as set out above, Careseekers will not disclose an individual's Personal Information to a third party unless one of the following applies:

- the individual has consented;
- the individual would reasonably expect us to use that information for another purpose related to the purpose for which it was collected (or in the case of sensitive information – directly related to the purpose for which it was collected);
- it is otherwise required or authorised by law;

- it will prevent or lessen a serious threat to somebody's life, health or safety or to the public health or safety;
- it is reasonably necessary for us to take appropriate action in relation to suspected unlawful activity, or misconduct of a serious nature that relates to our functions or activities;
- it is reasonably necessary to assist in locating a missing person;
- it is reasonably necessary to establish, exercise or defend a claim at law;
- it is reasonably necessary for a confidential dispute resolution process;
- it is necessary to provide health services;
- it is necessary for the management, funding or monitoring of a health service relevant to public health or public safety;
- it is reasonably necessary for the enforcement of a law conducted by an enforcement body, in this case Careseekers will make a written note of the disclosure;
- a permitted general situation exists, as defined in s16A of the *Privacy Amendment (Enhancing Personal Privacy) Act 2012*; or
- a permitted health situation exists as outlined by s16B of the *Privacy Amendment (Enhancing Personal Privacy) Act 2012*.

By providing your personal information, you are giving us consent to add you to the Careseekers database. As a condition of registering with Careseekers, we reserve the right to email you any marketing material or information relating to our service e.g. information about relevant training for care workers and special deals on appropriate products and services for care seekers that we believe may be of interest to you. Each and every one of these communications will contain a clear link to Unsubscribe. Once you have unsubscribed we will remove your name from the communication list and will no longer send you these special offers and alerts, unless you choose to re-subscribe at a later date. Your name will be removed within five business days of receiving such a notification from you. If for any reason you continue to receive the undesired communication please contact us so we can take further action. We take our responsibility in this matter seriously.

Security of Personal Information and Sensitive Information

Careseekers takes reasonable steps to protect the Personal Information and Sensitive Information we hold against misuse, interference, loss, unauthorised access, modification and disclosure.

These steps include password protection for accessing our electronic IT systems, securing paper files in locked cabinets and applying physical access restrictions. Only authorised personnel are permitted to access our systems and controlled premises.

When Personal Information is no longer required, it is destroyed in a secure manner, or will be de-identified.

Other activities and third party websites

From time to time, we may promote, or advertise events, offers, products, services or other activities that may be conducted offline and may be conducted by third parties. These events, products, services or other activities may be subject to separate terms and conditions. You acknowledge that you participate in any of these activities entirely at your own risk.

The Website may feature or display hyperlinks and pointers to websites operated by third parties. Such websites do not form part of the Website and are not under our control. We do

not accept any responsibility for the contents of any such hyperlink or linked website. If you link to any third party websites you leave our Website entirely at your own risk.

Use of Cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. When you access our website, we may send a "cookie" to your computer. This enables us to recognise your computer and greet you each time you visit our website, without bothering you with a request to register or log-in. It also helps us keep track of products or services you view, so that we can send you news about those products or services. We also use cookies to measure traffic patterns, to determine which areas of our websites have been visited, and to measure transaction patterns in the aggregate. We use this to research our users' habits so that we can improve our online products and services. If you do not wish to receive cookies, you can set your browser so that your computer does not accept them. We may also log IP addresses (the electronic addresses of computers connected to the internet) to analyse trends, administer the website, track user movements, and gather broad demographic information. We may also collect anonymous data (which is not personal information) relating to your activity on our websites (including IP addresses) via cookies, or we may collect information from you in response to a survey. We generally use this information to report statistics, analyse trends, administer our services, diagnose problems and target and improve the quality of our products and services. To the extent this information does not constitute personal information because it does not identify you or anyone else, the Australian Privacy Principles do not apply and we may use this information for any purpose and by any means whatsoever.

Acceptance of Careseekers Pty Ltd Privacy Policy by You

By registering with Careseekers, either through our platform or customer service team, you accept the Careseekers Pty Ltd Privacy Policy.

Amendments to this Privacy Policy

This Privacy Statement may change from time to time. These changes shall be highlighted in this area at the time of amendment.

How to contact us:

Individual can obtain further information in relation to this Privacy Policy, or provide any comments, by contacting info@careseekers.com.au or 1300765465.