

The APP Privacy Policy

Protecting the privacy and confidentiality of clients' personal information is a key to the way we do business.

Key Employment* is sensitive to privacy issues and respects the trust our clients have in us. We manage personal information in an open and transparent way and support and comply with all of the relevant principles of the Australian Privacy Principles.

COLLECTION

Why we collect and hold private information?

The personal information we collect and hold is the client's name, address, contact details and information about education, qualifications, licences, employment history and job choices. We also collect and maintain some sensitive information. This is information about client's health, disabilities, memberships of any trade unions or professional associations and any criminal convictions a client may have.

We need this to help us assess the eligibility for the service and to find you the most suitable job.

Key Employment only collects personal information by lawful and fair means and not in an unreasonably intrusive way.

Clients are able to gain access to the information upon request.

USE AND DISCLOSURE

It is a condition of our funding that Key Employment provides the Department of Social Services with the client's personal information when requested.

However the Department of Social Services are also part of this confidentiality and non-disclosure agreement and cannot use the information for any other reason other than to manage the program. Key Employment only shares information about clients with other services and employers to help in the assessment of client eligibility for our service or to assist clients get and keep a job.

All clients who have information collected and held are advised of this policy and authorise the responsible sharing of this information by signing an agreement annually.

Key Employment may also disclose information if the Association believes that the use or disclosure is reasonably necessary for either of the following;

- the prevention, detection, investigation, prosecution or punishment of criminal offenses
- the prevention, detection, investigation, or remedying of seriously improper conduct or prescribed conduct

DATA QUALITY

Key Employment takes reasonable steps to make sure that the personal information it collects, uses or discloses is accurate, complete and up-to-date.

Overseas Disclosure

Key Employment is extremely unlikely to disclose information about an individual to overseas recipients.

DATA SECURITY

Key Employment takes reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.

Key Employment takes reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose for which the information was collected.

ACCESS AND CORRECTION

Key Employment provides individuals access to the information we hold on request.

Key Employment makes every effort to ensure that personal information is accurate, up to date and complete. Clients should contact Key Employment on (02) 6691 9999 or 1300 539 562 if they would like to see or change personal information or if they feel that this information is incorrect or incomplete. Clients should phone Key Employment if they believe that the privacy of their personal information at Key Employment has been interfered with. In these cases clients are entitled to raise concerns and Key Employment we will help resolve them through our complaints procedure.

ANONYMITY

Wherever it is lawful and practicable, clients have the option of not identifying themselves or of using a pseudonym when dealing with Key Employment in relation to a particular matter.

SENSITIVE INFORMATION

Key Employment does not collect sensitive information about an individual unless:

- a) the individual has consented; or
- b) the collection is required by law.

UNSOLICITED PERSONAL INFORMATION

IF KEY EMPLOYMENT RECEIVES UNSOLICITED PERSONAL INFORMATION WHICH IT DEEMS IT COULD NOT COLLECT UNDER THIS POLICY IT WILL AS SOON AS PRACTICABLE AND ONLY IF IT IS LAWFUL AND REASONABLE, DESTROY OR DE-IDENTIFY THE INFORMATION.

COMPLAINTS RESOLUTION

If clients of Key Employment are concerned about a breach of the Australian Privacy Principles they can raise this with their consultant or ask to speak with the Operations Manager.

Staff at Key Employment are committed to helping clients raise complaints and have them resolved.

If clients are still not satisfied, they can phone the Complaints Resolution and Referral Service (CRRS) on:

- Free call: 1800 880 052
- TTY: 1800 301 130
- The National Relay Service: 1800 555 677 or Fax: (02) 8412 7199
- Email: CRSS@workfocus.com

CRRS is an independent body responsible for resolving complaints through investigation and/or conciliation. They will try to resolve concerns quickly, fairly and sensitively.

An interpreter or TTY access can be arranged on request.

Availability of the APP Policy

Key Employment makes this policy available in appropriate forms free of charge upon request and maintains the policy on its web site...www.keyemployment.com.au

*Key Employment infers both entities Key Employment and Training at Key Employment

Rev No.	Reason / Description	Log No.	Date
1	Policy updated to National Privacy Principles	0872	26/10/12
2	Policy updated to reflect NEW National Privacy Principles	0898	14/3/14