

# Privacy Policy

## Our organisation

Bendigo Access Employment's management and staff are totally committed to delivering quality employment services, accredited training, occupational rehabilitation and labour hire services for job seekers and employers in the region of Central Victoria. We are a quality assured organisation that is subject to National Privacy Principles contained in the Privacy Amendment Act 2000 (Cth).

## What kind of personal information do we keep?

Your right to privacy is very important to us at Bendigo Access Employment. To enable us to provide services for you, we ask that you give us information about yourself. This may include your name, address, age and contact details. What we collect depends on the type of service you receive; for our job seekers this may include a current résumé, list of qualifications and details that are regarded as sensitive or health related.

## Why do we keep your personal information?

Personal information is used for the purpose of providing employment and training services. In order to carry out these services, personal information may also be provided to government departments and agencies for funding, eligibility and mandatory reporting. Bendigo Access Employment will not pass on your information for any other reason.

## How is personal information collected?

Personal information is only obtained with the approval and knowledge of the service recipient (you). Bendigo Access Employment will not collect sensitive information without your written consent. Sensitive information includes matters relating to health, disability and ethnic origin.

## How is personal information held and is it safe?

All personal information that we receive is kept in a lockable file that only authorised personnel have access to. All files are locked after hours and the premises are protected by an electronic security monitoring system.

All information that is stored electronically is password protected, with access given only to authorised personnel.

## How is the information used and disclosed?

The personal information held regarding our services may be observed by IT support organisations, Quality Assurance certification bodies and accounting firms. When this happens, the personal information will be presented in such a way that the individual shall not be identifiable.

All personal information held at Bendigo Access Employment is retained in accordance with government document regulations, and will ultimately be securely disposed of as required by legislation.

## How can you access the personal information we hold?

You are entitled, according to legislation, to access the personal information an organisation holds about you. If you wish to view this information, Bendigo Access Employment will make this available for you within two working days. Should you require copies of any of your personal information, administrative charges may apply.

## Complaints and contact details

Bendigo Access Employment is committed to continually improving our provision of a quality service. We encourage you to let us know if you have any concerns regarding our handling of your personal information. You can do this by telephone, SMS, fax, email or personally visiting our office. Our reception staff are trained in taking such enquiries, and we have forms available at the reception counter. We count on your constructive feedback to help us do better.