

PRIVACY POLICY

OUR COMMITMENT TO YOU

Your security and privacy is important to us. We will ensure that we take all measures to protect the information of candidate, clients, suppliers, and employees.

We will:

- Never pass on your details to a third party without your consent, except as noted in this privacy policy
- Never store personal information on our website
- Implement best practice measures for securely storing your information.
- Respond in a timely manner to your enquires.

PRIVACY POLICY

This Privacy Policy sets out the approach of Greenvale Energy Pty Ltd (ABN 35 125 583 575) and its related entities (referred to as “us”, “we” or “our”) in relation to our management of personal information. We remain committed to protecting the privacy of personal information we collect from you and complying with the Australian Privacy Principles (APPs) under the *Privacy Act 1988 (Cth)* (Privacy Act).

This Privacy Policy details how we comply with our privacy obligations and how we manage the personal information you provide to us. By submitting personal information to us, you agree to our use of such information as described herein.

We reserve the right to make changes to this Privacy Policy from time to time and all personal information held by us will be governed by the most recent version of our Privacy Policy. If at any time our privacy policy changes, the updated details will always be available on our website for your perusal. If you have a question or concern regarding Greenvale Energy and privacy, please contact us at admin@greenvalenergy.com

WHAT IS PERSONAL INFORMATION?

The Privacy Act 1988 (the Privacy Act) defines personal information as information or an opinion about an individual (whether true or not) whose identity is apparent, or can reasonably be ascertained, from the information or opinion. Personal information is any information that can be used to identify you.

If the information you provide to us identifies you or your identity can be reasonably ascertained from such information, it will be considered personal information and we will manage such information in accordance with the Privacy Act, APPs and this policy.

WHAT IS SENSITIVE INFORMATION?

This refers to:

- a) information or an opinion (that is also personal information) about an individual's racial or ethnic origin;
- b) political opinions;
- c) membership of a political association;
- d) religious beliefs or affiliations, philosophical beliefs;
- e) membership of a professional or trade association;
- f) membership of a trade union;
- g) sexual orientation or practices; or
- h) criminal records.

Sensitive information can also refer to health information, genetic information, biometric information and biometric templates. Sensitive information can, in most cases, only be disclosed with your consent. We do not actively seek to collect sensitive information unless it is necessary for our business purposes. If we do have to collect sensitive information, we will do so in accordance with the APPs.

WHAT IS HEALTH INFORMATION

This refers to:

- a) information or an opinion about an individual, that is also personal information, about:
- b) the health or a disability (at any time) of an individual; or
- c) an individual's expressed wishes about the future provision or health services to him or her; or
- d) a health service provided, or to be provided, to an individual; or
- e) other personal information collected to provide, or in providing, a health service; or
- f) other personal information about an individual collected in connection with a donation, or intended donation, by the individual of his or her body parts, organs or body substances; or
- g) genetic information about an individual in a form that is, or could be, predictive of the health of the individual or a genetic relative of the individual.

WHAT KIND OF INFORMATION DO WE COLLECT?

We collect and hold personal information that is reasonably necessary to carry out our functions and activities in the course of operating our business.

From time to time, we may collect sensitive information about you in order to conduct our activities. However, we only collect sensitive information if:

- a) the collection is reasonably necessary for one or more of our activities or functions; and
- b) we have your consent to the collection; or
- c) an exception applies (see below).

The APPs list a number of circumstances that permit the collection of sensitive information about you without your consent. We only collect sensitive information without your consent if one or more of those circumstances applies.

The kinds of personal information that we may collect will depend on whether you are a work seeker, a client or a referee.

WORK SEEKERS

The type of personal information that we typically collect and hold about work seekers is information that is reasonably necessary to assess suitability to work, offers and work availability, appropriateness for placements, or to manage performance in work obtained through us. This may include:

- a) contact information, including names, dates of birth, titles, email addresses, residential addresses, and telephone numbers;
- b) information that may be included within a curriculum vitae, such as your educational qualifications, career history, interests, hobbies and job interests;
- c) references of work seekers;
- d) records of pre-employment medicals, including “fitness for work” information;
- e) criminal records and drug test results, which are both collected as part of our pre - employment checks;
- f) nationality;
- g) PAYG information;
- h) police clearances, qualification records and spouse information;
- i) information recorded on our compulsory health questionnaire; and
- j) Australian taxation and superannuation details and other information relevant to payroll activities.

The purposes for which we may collect, hold, use and disclose personal information about work seekers include:

- a) work placement operations;
- b) recruitment functions; and
- c) statistical purposes and statutory compliance requirements.

Personal information will be collected from you directly when you fill out and submit one of our application forms or any other information in connection with your application to us for work or associated services.

CLIENTS

The type of personal information that we typically collect and hold about clients is information that is reasonably necessary to help us manage the presentation and delivery of our services. This may include contact information, including names, titles, email addresses, business addresses, and telephone numbers.

The purposes for which we may collect, hold, use and disclose personal information about clients include:

- a) client and business relationship management;
- b) recruitment functions;
- c) marketing services to you; and
- d) statistical purposes and statutory compliance requirements.

Personal information about you may be collected when you provide it to us for business or business related social purposes.

REFEREES

The type of personal information that we typically collect and hold about referees is information that is reasonably necessary to make determinations about the suitability of one of our work seekers for particular jobs or particular types of work and may include:

- a) contact information, including names, titles, email addresses, business addresses, and telephone and fax numbers; and
- b) qualifications and job titles.
- c) The purposes for which we may collect, hold, use and disclose personal information about referees include:
- d) confirming identity and authority to provide references;
- e) work seeker suitability assessment; and
- f) recruitment functions.

DIRECT MARKETING

We will act in accordance with the Do Not Call Register Act 2006 and the Spam Act 2003.

HOW DO WE COLLECT PERSONAL INFORMATION?

We collect personal information in a variety of ways, including via Greenvale Energy website, www.greenvaleenergy.com (such as when users register, apply for employment), when you respond to email questionnaires or when you provide personal information to us by any other means, such as in person, over the phone or by email.

We may also collect personal information from a range of sources including newspapers, journals, directories, the internet and social media sources, including Facebook, Twitter and LinkedIn. When we collect personal information about you from publicly available sources for inclusion in our records, we will ensure that we deal with that information in a manner that is compliant with the APPs and our Privacy Policy.

We may collect personal information from third parties when it is reasonably necessary for a particular purpose, such as checking information that you have given us, where you have consented or would reasonably expect us to collect your personal information from a third party. For example, we may collect personal information about work seekers from referees as part of the recruitment process.

If you supply us with personal information of a third party, such as a spouse, colleague, or friend, we accept that information on the condition that you have all the rights required from that third party to provide that personal information to us to use for our functions and activities.

We will only collect personal information from third parties if:

- a) we are required or authorised by or under an Australian law, or a court/tribunal order, to collect the information from someone other than the individual concerned; or
- b) it is unreasonable or impracticable to collect the information directly from you.

USE OF YOUR PERSONAL INFORMATION

Your personal and sensitive information may be used in connection with:

- a) Your actual or possible work placement;
- b) Checking your work rights status with any government department or body (or their agents);
- c) Payment for work completed on a temporary/contract assignment;
- d) Follow up with you to offer you work or ascertain your availability for work;
- e) Your performance appraisals;
- f) Our assessment of your ongoing performance and prospects;
- g) Any test or assessment (including medical tests and assessments) that you might be required to undergo;

- h) Our identification of your training needs;
- i) Any workplace rehabilitation;
- j) Our management of any complaint, investigation or inquiry in which you are involved;
- k) Any insurance claim or proposal that requires disclosure of your personal or sensitive information;
- l) Ensuring our internal business processes are running smoothly which may include quality assurance audits, quality and services evaluations, fulfilling legal requirements and conducting confidential systems maintenance and testing;
- m) To undertake directly or through agent criminal reference checking with relevant government agencies;
- n) To send you material about our company, job postings that fit your profile, or information to assist with your employment or association with Greenvale Energy(opt out/opt in available).

INTEGRITY AND SECURITY OF PERSONAL INFORMATION

We will take steps as are reasonable in the circumstances to protect personal information from misuse, interference, loss and from unauthorised access, modification or disclosure. If the Company holds personal information, it no longer needs the information for any purpose for which the information may be used or disclosed, the information is not contained in any Commonwealth record and the Company is not required by law to retain the information, it will take such steps as are reasonable in the circumstances to destroy the information or to ensure it is de-identified.

PROVIDING INFORMATION TO THIRD PARTIES

We may provide links to third-party websites as a service to our users. We cannot control and do not accept responsibility for the information collection practices of such third parties. We encourage you to review and understand the privacy policies of the relevant third parties before providing any information to them.

PHOTOS AND IMAGES

We will not request that you supply photographs, scan photo identification, or capture and retain video image data of you in cases where simply sighting photographs or proof of identity documents would be sufficient in the circumstances.

General images or photographs of you will not be shared or published without your consent.

COOKIES

Our website uses cookies to help us provide you with a user friendly website. Cookies are small text files that are placed on your computer or mobile phone when you browse websites.

Our cookies help us to:

- a) make our website work as you would expect;
- b) save you having to login every time you visit our website;
- c) remember your settings during and between visits;
- d) improve the speed and security of our website;
- e) allow you to share pages with social networks like Facebook and Twitter;
- f) personalise our website to help you get what you need faster;
- g) remember if you have accepted our terms and conditions;
- h) make our shortlist and application process work; and
- i) continuously improve our website for you.

We do not use cookies to:

- a) collect any personally identifiable information (without your expressed permission);
- b) collect any sensitive information (without your express permission);
- c) pass data to advertising networks;
- d) pass personally identifiable data to third parties.

GRANTING US PERMISSION TO USE COOKIES

If the settings on your software that you are using to view our website (your browser) are adjusted to accept cookies, we take this and your continued use of our website, to mean that you agree with this. Should you wish to remove or not to use cookies from our website, you can learn how to do this below. However, doing so will be likely to mean that our website will not work as you would expect.

There is no way to prevent these cookies being set other than to not use our website.

You can switch cookies off by adjusting your browser settings to stop the browser from accepting cookies.

THIRD PARTY COOKIES

Our website includes functionality provided by third parties (for example, an embedded Google Map showing you where our offices are located).

We also use anonymous visitor statistics cookies to record how many visitors our website has had, where these visitors came from, which pages the visitors came from, and which pages the visitors have visited whilst on the website. This allows us to modify our website to improve its usability and make popular and important information easier to find.

NOTIFICATION OF COLLECTION OF PERSONAL INFORMATION

At or before the time we collect personal information about you (or, if that is not practicable, as soon as practicable after), we will take such steps as are reasonable in the circumstances to notify you of the following information (“Collection Information”):

- a) our identity and contact details;
- b) that we have collected the personal information;
- c) if the collection of the personal information is required or authorised by or under an Australian law or a court/tribunal order – the fact that the collection is so required or authorised;
- d) the purpose for collecting the personal information;
- e) the main consequences (if any) for you if we do not collect all or some of the personal information;
- f) the organisations, or types of organisations, to which we usually disclose personal information of that kind;
- g) the fact that our Privacy Policy contains information about how you may access the personal information that we hold about them and how you may seek correction of such information;
- h) the fact that our Privacy Policy contains information about how you may complain about a breach of the APPs and how we will deal with such a complaint; and
- i) whether we are likely to disclose the personal information to overseas recipients, and if so, the countries in which such recipients are likely to be located (if practicable to do so).

Circumstances may arise where it would be reasonable for us not to provide you with notice of all or some of the Collection Information. For example, this may be reasonable where:

- a) you are already aware that personal information is being collected, the purpose of the collection and other matters relating to the collection;
- b) we collect personal information about you on a recurring basis over a short period of time in relation to the same matter, and you are aware (or reasonably ought to be aware) that a separate notice will not be issued for each instance of collection; and
- c) notification would be inconsistent with a legal obligation, such as legal professional privilege.

HOW DO WE HOLD PERSONAL INFORMATION?

If we receive personal information that we did not solicit, we will, within a reasonable period of receiving the information, determine whether the information is reasonably necessary to pursue at least one of our functions and activities in the course of operating our business as a recruitment service provider.

If we determine that we have received personal information that we would not have been permitted to collect pursuant to the APPs (and the information is not contained in a Commonwealth record), we will as soon as practicable and where it is lawful and reasonable to do so, destroy the information or ensure that it is de-identified.

If we determine that we would have been permitted to collect the personal information pursuant to the APPs, we will ensure that the information is dealt with in a manner that complies with the APPs.

We will take such steps as are reasonable in the circumstances to protect personal information that we hold from:

- a) misuse, interference and loss; and
- b) unauthorised access, modification or disclosure.

If we hold personal information about you which we no longer require, we will take reasonable steps to destroy the information or ensure that it is de-identified (unless our compliance with the APPs or another law requires us to avoid taking such steps).

We store hardcopy documents containing personal information in secured facilities.

Electronic documents are stored with security measures implemented to ensure the security and confidentiality of the documents and the personal information contained in them. For example, our computers have password protections in place to ensure that only our staff have access to your electronically stored personal information.

ANONYMITY AND PSEUDONYMITY

You have the option of not identifying yourself, or using a pseudonym, when dealing with the Company in relation to a particular matter. This does not apply:

- a) where the Company is required or authorised by or under an Australian law, or a court/tribunal order, to deal with individuals who have identified themselves; or
- b) where it is impracticable for the Company to deal with individuals who have not identified themselves or who have used a pseudonym.

However, in some cases if you do not provide the Company with your personal information when requested, the Company may not be able to respond to your request or provide you with the goods or services that you are requesting.

QUALITY OF PERSONAL INFORMATION

We will endeavour to take reasonable steps to ensure that the personal information that we collect is accurate, up-to-date and complete. Further, we will endeavour to take reasonable steps to ensure that the personal information that we use or disclose is, having regard to the purpose of our use or disclosure, accurate, up-to-date, complete and relevant.

The reasonable steps described above that we may undertake include:

- a) ensuring that updated and new personal information is promptly added to relevant existing records;
- b) reminding you to update your personal information when we engage with you;
- c) with respect to personal information in the form of an opinion (such as in the case of some personal information obtained from a referee), we may take the following steps to verify the accuracy of the opinion:
 - i. checking that the opinion is from a reliable source;
 - ii. providing the opinion to you before we use or disclose it;
 - iii. clearly indicating on our record that the information is an opinion and identifying the individual who formed that opinion.

DISCLOSURE

We will only use and disclose your personal information for the primary purpose for which it was collected, or for secondary purposes where such use and disclosure is permitted in accordance with the APPs.

We may disclose your personal information if we are required or authorised by or under an Australian law, or a court/tribunal order.

Our disclosure of your personal information will generally be:

- a) internal;
- b) to our clients; and
- c) to referees for suitability and screening purposes.

With respect to work seekers, during the pre-offer phase we generally only disclose curriculum vitae information to the client, with contact details being removed. If a work seeker progresses to the offer stage, we may give copies of references to the client.

We do not forward copies of work seekers' medical information or D & A tests to clients unless authorised by the work seeker. Rather, we simply inform the client that we have records of such information and we then advise the client whether or not the work seeker has any health concerns that need to be identified.

When a work seeker commences an assignment with a client of ours, the client may require additional information in monthly/quarterly reporting. In this case, we may provide further personal information where necessary.

DISCLOSURE FOR RELATED PURPOSES

From time to time, we may outsource a number of our services to contracted service providers (CSPs). Our CSPs may access some of your personal information. Our CSPs may include:

- a) software solutions providers;
- b) information technology contractors and database designers and internet service suppliers;
- c) legal and other professional advisers;
- d) insurance brokers, loss assessors and underwriters;
- e) superannuation fund managers; and
- f) background checking and screening agents.

We take reasonable steps to ensure that the terms of service with our CSPs recognise that we are bound by obligations to protect the privacy of your personal information and that they will not do anything that would cause us to breach those obligations.

ACCESS TO PERSONAL INFORMATION

Requests for access to your personal information should be made in writing and addressed to the Privacy Officer. The Privacy Officer may be contacted at reception@foundationrec.com.au

Upon request of your personal information, we will, within a reasonable period of the request being made, give access to the information in the manner requested (if it is reasonable and practicable to do so), subject to exceptions set out in the APPs.

CORRECTION OF PERSONAL INFORMATION

Requests for correction of your personal information should be made in writing and addressed to the relevant Privacy Officer at reception@foundationrec.com.au

If, with regard to the purposes for which it is held, the Privacy Officer is satisfied that the personal information we hold is inaccurate, out-of-date, incomplete, irrelevant or misleading, or if the individual about whom the information relates makes a request, we will take reasonable steps to correct the information. However, as a matter of practice, when we receive personal information, we will hold the information for a period of 5 years before we consider whether it is inaccurate, out-of-date, incomplete, irrelevant or misleading (unless we are informed otherwise).

If we correct your personal information, we will take reasonable steps to notify any third party to which we have previously disclosed the information, if you request and it is not unlawful or impracticable for us to do so.

We will aim to respond to any request regarding the correction of your personal information within 30 days of the request being made.

COMPLAINTS

If you believe that we have breached the APPs in any way in relation to your personal information, you may make a written complaint to the Privacy Officer at reception@foundationrec.com.au

When we receive your complaint:

- a) we will take steps to confirm the authenticity of the complaint and the contact details provided to us to ensure that we are responding to you or to a person whom you have authorised to receive information about your complaint;
- b) upon confirmation we will write to you to acknowledge receipt and to confirm that we are handling your complaint in accordance with our policy;
- c) we may ask for clarification of certain aspects of the complaint and for further detail;
- d) we will consider the complaint and may make inquiries of people who can assist us to establish what has happened and why;
- e) we will require a reasonable time period (usually 30 days) to respond;
- f) if the complaint can be resolved by procedures for access and correction, we will suggest the same to you as possible solutions; and
- g) if we believe that your complaint may be capable of some other solution we will suggest that solution to you, on a confidential and without prejudice basis in our response.

If the complaint cannot be resolved by means that we propose in our response, we will suggest that you take your complaint to any recognised external dispute resolution scheme to which we belong, or to the Office of the Australian Information Commissioner.

FEEDBACK

Greenvale Energy has several areas on our website where you can submit feedback. Any feedback that is submitted through this area becomes the property of Foundation Recruitment. We may use this feedback, such as success stories or responses to surveys, for marketing purposes, or to contact you for further feedback on the website.

HOW TO CONTACT US

If you wish to contact us about your personal or sensitive information, please do so during normal office hours which are Monday to Friday 8:30am to 5.00pm (closed public holidays). If you have any inquiries or complaints in relation to the use of personal information, please contact the Office Manager on the details below. Your complaint will be dealt with in a timely manner.

The Office Manager
Greenvale Energy
490 Upper Edward Street
Spring Hills Qld 4000
Phone: (07) 3709 8000
Email: admin@greenvaleenergy.com



Mark Turner
Chief Executive Officer