

# PRIVACY POLICY

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## Policy Statement

mteSA ensures protection of your privacy and manages your personal information with transparency. mteSA comply with the Australian Privacy Principles (APPs) as outlined under the Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth). We are committed to following the 13 Privacy Principles which detail how we collect, secure, use, update, and disclose personal information while also informing our complaints handling process and anonymity responsibilities.

## Policy Guidelines

This policy applies to all mteSA employees including Apprentices, Trainees and Labour Hire Staff. It also applies in a broader setting to our contractors, clients, and industry partners, direct and, third-party suppliers. This includes how we manage personal information in various formats such as: in writing; via electronic software (digitally); stored on electronic hardware or secured in filing cabinets.

### How mteSA collect information

mteSA collects information relevant to employment and training activities and takes reasonable steps to ensure that the individual is aware of the following: how mteSA will use the information; how to access or update their information; the purpose for which it is collected; the types of entities to which mteSA disclose information; laws that require information collection; and, how to complain about a breach of the Australian Privacy Principles. The information mteSA collects, includes and is not limited to: personal information such as names, addresses, contact details, licenses, qualifications; payroll related data; date of birth; diversity status; employment history; and relevant sensitive information. We also collect financial and business trading associated information from our suppliers and third-party suppliers, industry partners, Host Employers, and contractors.

In collecting personal and/or sensitive information from an individual, mteSA collect information relevant only for employment and training related activities and seek to collect information directly from that individual. Collection of information from another party about an individual is undertaken only with consent from that individual and all information is collected only by fair and lawful means.

mteSA collect personal information in a number of ways, including: directly from individuals completing the recruitment process; submission of online registration forms or employment applications; from previous records securely stored with us; from another party such as

previous employers and employment and/or training related services in which individuals have referenced for employment or credit checks. mteSA accept that wherever it is lawful and practicable, individuals will have the option of not identifying themselves, or of using a pseudonym when dealing with us except when; it is required by law that individuals identify themselves, or where it is impracticable for mteSA to deal with unidentified individuals.

All mteSA managers, staff and employees are informed and have access to this Privacy Policy and understand that no personal information or business details can be provided to another party with the consent or guidance from the individual in which it relates without the authorisation of the Chief Executive Officer.

Where unsolicited personal information is provided to mteSA, we will seek to determine the lawful and fair means by which it has been provided to us in-line with the Australian Privacy Principles. mteSA will destroy personal and/or sensitive information that determined to be provided to us by unlawful means.

#### **How mteSA secure, use and disclose personal/sensitive information.**

mteSA use personal/sensitive and business information to provide employment and training activities. We take reasonable steps to ensure that information is protected from misuse, interference, loss, unauthorised access, modification, or disclosure. Authorised mteSA personnel have access to the information required to provide services and to comply with legal obligations and associated regulations. mteSA have physical, electronic, and procedural safeguards in place to protect personal and business information. We take reasonable steps to destroy or permanently de-identify personal and business information when it is no longer required, is not contained in a Commonwealth record and where the law does not require us to retain it.

In managing employment and training activities, mteSA use information to conduct appropriate reference checks, pre-employment medical advice, drug and alcohol testing/recording, conduct payroll and perform industry related activities. mteSA disclose information about you as required in this policy or by law. This may include the following: to authorised legal representatives; banks or credit providers; Adult Vocational and Education providers; government and statutory authorities; or as identified to prevent or lessen a serious and imminent threat to the life or health of an individual concerned or another person.

mteSA will retain personal/sensitive information for the period in which it is necessary to fulfil the purposes for which it was collected including satisfying legal, regulatory, tax, accounting or reporting requirements.

mteSA will only disclose personal information for a purpose other than for employment and training services if: the individual and consented to the disclosure of information; it is reasonably expected to be disclosed for a secondary purpose; it is related to employment and training activities; it is authorised by law; or it is permitted for situations regarding health. Where mteSA disclose personal information for the above purposes, record of the reason and type of disclosure are noted, and reasonable steps are taken to ensure that the information is de-identified before the disclosure.

## Accessing your information

Individuals have the right to access information that mteSA hold about them and where reasonable mteSA will give access to this information in a way that ensures compliance with the following Federal Government legislation restrictions, including: that access does not pose a threat to health and safety; access does not impact unreasonably upon the privacy of other individuals; requests are determined to be lawful; mteSA does not have evidence of misconduct or unlawful activity by an individual requesting access; access may prejudice or compromise matters before an enforcement body or relate to commercially sensitive information.

mteSA will not disclose any personal information without having established the identity of the individual requesting the information. Requests to access personal information are to be lodged in writing with accompanying valid identification and where required, with an accompanying authority. The timeframe and way in which information is provided to an individual will be agreed between mteSA and the individual within five business days of receiving a request. mteSA may charge a reasonable fee for providing access to personal information (but not for lodging a request for access). mteSA will notify individuals in writing where access to personal information is granted or refused.

## Complaints and Appeals

Any complaint regarding mteSA's management or handling of personal/sensitive information will be handled in line with [mteSA's Complaints and Appeals Policy](#) and should be addressed to the Chief Executive officer in writing to mteSA, 6 Seventh St, Murray Bridge South Australia, 5253 or via email to [admin@mtesa.com.au](mailto:admin@mtesa.com.au). The responsible manager will consult with all parties either separately or together (or both), investigate the issues, gather information or evidence including from other parties if required.

An evaluation and written report will be finalised within two (2) weeks of the complaint being lodged and a resolution finalised within 30 calendar days.