

PRIVACY POLICY

At TORRA Staffing & Recruitment, we are dedicated to upholding your privacy and ensuring its proper protection. We are committed to adhering to the Privacy Act 1988 and the 13 Australian Privacy Principles (APPs) set forth within it, along with our existing confidentiality obligations. This privacy statement outlines how we collect, use, maintain, and disclose personal information. It also highlights your privacy rights and our responsibilities regarding the personal information we retain.

Types of Personal Information

Personal information encompasses any information or opinions about an individual, ranging from everyday details such as name, address, and phone number to sensitive matters such as medical history, racial or ethnic origin, and more. This category includes information gathered in connection with potential work placements, such as work experience, qualifications, assessments, and performance feedback.

Sensitive Information

Sensitive information forms a subset of personal information, including details about an individual's racial or ethnic origin, political opinions, religious beliefs, and more. In most cases, sensitive information can only be disclosed with consent. We collect sensitive information only when necessary for business purposes, in accordance with Australian Privacy Principles.

Collection of Personal and Sensitive Information

TORRA Staffing & Recruitment collects personal and sensitive information at multiple stages of the recruitment process, including the application process, interviews, onboarding, and employment management. This information is collected both for representing our clients in work placements and for instances where TORRA directly employs applicants. Statistical data is collected when visiting our website, but this data does not provide personal information.

We may also gather information about your website visits for statistical purposes, which is usually anonymous but might contain identifying details due to internet protocols.

Other Instances of Information Collection

We understand that various circumstances necessitate the collection of personal and sensitive information. These instances encompass, but are not limited to:

- References from former employers, colleagues, professional associations, or registration bodies.
- Inquiries with professional contacts or registration bodies.
- Work rights status from government departments.
- Competency and medical test results.
- Functional capacity evaluations and drug & alcohol testing.
- Performance feedback.
- Workplace complaints or accidents.
- Responses to job advertisements.
- Legal, disciplinary, or criminal matters.
- Additional information provided via online portals.
- Timesheet submissions for payroll processing.

Website Usage for Statistical Purposes

When accessing our websites, TORRA may automatically collect statistical data for analytical purposes. This data is typically anonymised and not used to identify individuals. However, due to the nature of internet protocols, some details—such as IP address, internet service provider, referring web page, and website activity—may indirectly identify you. This information is used solely to improve website functionality and user experience.

Email Correspondence

If you send us an email, any information provided will be used exclusively for the purpose for which it was submitted. Your contact details may be added to our database unless you request otherwise.

TORRA will not disclose or use your information for any purpose beyond its intended scope without your consent.

Other Instances of Information Collection

TORRA may collect personal and sensitive information in various circumstances, including but not limited to:

- References from former employers, colleagues, professional associations, or registration bodies.
- Inquiries with professional contacts or registration bodies.
- Verification of work rights status from government departments.
- Results of competency or medical tests.
- Functional capacity evaluations and drug & alcohol testing.
- Performance feedback related to professional engagements.
- Information related to workplace complaints or accidents.
- Responses to job advertisements in written, verbal, or email formats.
- Legal, disciplinary, or criminal matters, inquests, or inquiries.
- Supplementary information provided via online portals.
- Timesheet submissions for payroll processing.

Use of Your Information

We use your personal and sensitive information for various purposes, including work placements, verifying work rights, assessments, performance appraisals, and more. This information aids in matching you with suitable job opportunities and managing various aspects of your engagement with us.

Use of Artificial Intelligence (AI) in Recruitment

TORRA Staffing & Recruitment utilises artificial intelligence (AI) technologies to support and enhance various stages of the recruitment process. These technologies may include third-party platforms and proprietary tools used for:

- Resume and Application Screening: Analysing submitted resumes and applications to identify relevant skills, qualifications, and experience.
- Candidate Matching: Matching candidates to job opportunities using structured and unstructured data.
- Communication and Engagement: AI-powered chatbots and virtual assistants for scheduling, updates, and FAQs.
- Interview Support: Analysing video or written responses to identify patterns or sentiment (with human oversight).
- Data Analysis and Reporting: Generating insights to improve hiring strategies and outcomes.

All AI-assisted processes are subject to human oversight. TORRA does not rely solely on automated decision-making for hiring decisions. Individuals may request information about how their data is processed by AI systems, including the logic involved and the potential consequences. TORRA ensures that all AI systems comply with the Privacy Act 1988 (Cth), the Australian Privacy Principles, and relevant New South Wales privacy regulations.

Staff Training and Awareness

TORRA Staffing & Recruitment is committed to ensuring that all staff members understand their responsibilities in managing personal and sensitive information. We provide regular training on privacy obligations, data protection practices, and the ethical use of technology, including artificial intelligence (AI), to ensure compliance with the Privacy Act 1988 (Cth), the Australian Privacy Principles, and relevant New South Wales privacy regulations.

Disclosure of Your Information

Your personal and sensitive information might be shared with potential and actual employers, referees, members of TORRA Staffing & Recruitment, and authorised third-party service providers.

This includes government agencies for work rights verification and other authorised entities with a legitimate interest. Before sharing your information with clients for work opportunities, we will inform you and seek your consent.

Security Measures

We take reasonable steps to protect your personal information from unauthorised access, misuse, and disclosure. Measures include secured offices, encrypted databases, and confidentiality agreements with our staff. We employ secure methods for destroying or archiving personal information in line with legal requirements.

Access and Correction

Subject to exceptions defined in the Australian Privacy Principles, you have the right to access and correct your personal and sensitive information. If information is inaccurate, we will make reasonable efforts to rectify it. In case of disagreement, you can request to add a statement claiming the inaccuracy.

External Sites

External sites linked to or from our website are not within our control. Please review their privacy statements. While we implement measures to secure information transmission, inherent risks exist when transmitting data over the internet.

Changes to Our Privacy Statement

Any modifications to our Privacy Standard will be available on our website. For inquiries or concerns about privacy at TORRA Staffing & Recruitment, contact us at hello@torra.com.au.

Dispute Resolution

If you have concerns about our response to a request or potential policy breach, please contact us. We will address your concerns and discuss resolution options. If unsatisfied, you can approach the Office of the Australian Privacy Commissioner.

Contact Information

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