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 (Cth) 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.

Scope of this Policy

This Policy applies to all individuals whose personal information is collected or handled by Torra Staffing & Recruitment in the delivery of both placement services and workforce transition services. It applies regardless of whether you engage with us as a candidate, employee, contractor, participant, or other individual whose information we hold.

Definitions

For the purposes of this Policy:

- Placement services means recruitment, labour hire, contracting, and related activities involving the placement of individuals into work with Torra Staffing & Recruitment or with our clients.
- Workforce transition services means outplacement, career transition, retirement readiness, training and development coordination, wellbeing signposting, and related program services provided by Torra Staffing & Recruitment on behalf of a host client to support individuals through workforce change.
- Client or Host client means an organisation that engages Torra Staffing & Recruitment to deliver placement and workforce transition services.

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 placement services and workforce transition services, such as work experience, qualifications, assessments, career goals, training records, 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 the Australian Privacy Principles.

Collection of Personal and Sensitive Information

Torra Staffing & Recruitment collects personal and sensitive information for its internal use and on behalf of clients involved in placement services or workforce transition services. Statistical data is collected when visiting our website, but this data does not provide personal information. Information may be collected directly from you at interview, during registration, at program enrolment (including via digital forms and QR-code enrolment at onsite sessions), during coaching or program participation, or through the other channels described below. 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.

Information Collection at Interview

We prioritise the direct and transparent collection of your personal and sensitive information to ensure your privacy is safeguarded. During interviews, registration, or program enrolment sessions with our staff members, we will gather personal and sensitive information directly from you. This is facilitated through the completion of our registration or enrolment paperwork (in either physical or digital form) and other pertinent documentation related to your engagement with Torra Staffing & Recruitment.

Website Usage for Statistical Purposes

In the course of accessing our websites, statistical data may be automatically collected for analytical purposes. It's important to note that this information is typically anonymised, and we do not utilise it to identify you. However, due to the inherent nature of internet protocols, this data might contain certain details that could indirectly identify you, such as your IP address, internet service provider, the referring web page, and your activity on our website.

Email Correspondence

If you choose to forward an email to us, rest assured that any information collected will be used exclusively for the specific purpose you have provided it for. Your details will also be incorporated into our database unless you expressly indicate your preference to not be added. Furthermore, we commit to refraining from disclosing or utilising your information for any purpose beyond its intended scope.

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: When we receive references about you from your former employers, colleagues, professional associations, or registration bodies.
- Inquiries: As part of our inquiries with your former employers, work colleagues, professional associations, or registration bodies.
- Work Rights Status: Upon receiving information about your work rights status from relevant government departments or bodies.
- Competency and Medical Tests: Upon obtaining the results of competency or medical tests that you may undergo.
- Functional Capacity Evaluation and Drug & Alcohol Testing: Handling results related to functional capacity evaluations and drug & alcohol testing.
- Performance Feedback: Receiving performance feedback, whether positive or negative, regarding your professional engagements.
- Workplace Complaints: Gathering information related to any complaints involving you in the workplace.
- Workplace Accidents: Gathering information pertaining to workplace accidents in which you are involved.
- Job Advertisements: Receiving responses to job advertisements in written, verbal, or email formats.
- Legal and Disciplinary Matters: Gathering information concerning legal matters, professional disciplinary matters, criminal matters, inquests, or inquiries in which you are implicated.
- Additional Information: Utilising any supplementary information you provide through our online portals to enhance our understanding of your profile.
- Timesheet Submission: Collecting your timesheet, which is then directly transmitted to our payroll division for processing.
- Program Participation: Collecting information generated through your participation in a workforce transition program, including coaching notes, options session records, training and development plans, and retirement readiness or wellbeing assessments where you have chosen to complete them.
- Program Eligibility Confirmation: Receiving from a host client a list of individuals eligible to participate in a workforce transition program.

Use of Your Information

We use your personal and sensitive information for various purposes connected with the placement services and workforce transition services we provide. These purposes include, but are not limited to, work placements, verifying work rights, assessments, performance appraisals, career transition and outplacement coaching, training and development coordination, retirement readiness support, wellbeing signposting, program facilitation and reporting, and matching you with suitable job or

program opportunities. This information helps us to manage various aspects of your engagement with us and, where relevant, to deliver program outcomes on behalf of a host client.

Automated and Computer-Assisted Decision-Making

TORRA uses computer programs, including artificial intelligence and automated recruitment systems, to support parts of our recruitment process.
These systems may use personal information including:

- contact and location information;
- employment history, skills and experience;
- qualifications, licences and tickets;
- availability and work rights;
- information contained in candidate profiles and résumés; and
- responses provided during recruitment, assessment or screening.

Decisions Made by Automated Systems

In some circumstances, automated systems may use this information to:

- determine whether a candidate meets defined criteria for matching with an employment opportunity;
- identify candidates to be invited to participate in a recruitment or screening process;
- assess candidate information and responses provided during virtual screening;
- determine whether a candidate meets defined screening criteria; and
- determine whether a candidate submission progresses or enters a rejection process based on screening results, non-response or predefined recruitment rules.

Decisions Supported by Automated Systems

Automated systems may also use this information to substantially and directly assist TORRA personnel in making decisions about:

- which candidates may be suitable for particular employment opportunities;
- whether a candidate should progress through a recruitment process; and
- how a candidate's skills, experience, qualifications and other relevant information align with the requirements of a role.

TORRA maintains human oversight of these processes. Candidates may request human interaction instead of participating in AI-based virtual screening, and automated screening outcomes can be reviewed and reconsidered by a TORRA consultant.

Artificial intelligence and automated systems do not make TORRA's final hiring or placement decisions. Final decisions about candidate submission to clients, selection, offers and placement remain subject to human decision-making by TORRA personnel and, where applicable, our clients.

Disclosure of Your Information

Your personal and sensitive information might be shared with potential and actual employers, referees, host clients (in connection with workforce transition services), members of Torra Staffing & Recruitment, and authorised third-party service providers. This includes government agencies for work rights verification, government agencies administering workforce transition or workforce support programs, training providers engaged as part of a placement or transition pathway, and other authorised entities with a legitimate interest.
Where information is disclosed to a host client in connection with workforce transition services, disclosure is limited to what is reasonably necessary for the delivery and reporting of the program. Individual coaching content, personal assessments, and other confidential program interactions are not shared with the host client in identifiable form. Before sharing your information with a client for a work or program opportunity, 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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