# Housing Plus Recruitment Privacy Statement

## 1. Housing Plus Recruitment Privacy Statement

a. Housing Plus and its' subsidiaries are committed to maintaining strict confidentiality in relation to personal information obtained during the recruitment process.

b. This Privacy Statement applies to any personal information you disclose to Housing Plus through your use of our website, email address, job recruitment websites or postal address/office address ('sites').

c. By using these sites, you consent to our use of your personal information in accordance with this Privacy Statement.

## 2. Definitions

a. Where used in this Privacy Statement, the terms "Personal Information", and "Australian Privacy Principle(s)" have the meaning attributed to those terms in the Privacy Act (Cth) 1988 ("Privacy Act").

b. Any reference to "we", "us" and "our" is a reference to Housing Plus and its' subsidiaries.

c. Candidates, Organisations and users who otherwise visit our Sites are referred to generically in this Statement as "**visitors**", "**users**" or "**you**" unless the context provides that only candidates or Organisations are being referred to.

## 3. What Personal Information do you collect?

a. When you apply for a job with us, we collect and hold Personal Information about you which may include:

- information from your resume and cover letter – including your name, address, contact details, skills and other employment history details;
- academic transcripts or qualifications;
- referee details;
- information collected during the interview process;
- information collected through the reference check process;
- Health or medical information to ensure capacity to undertake the inherent requirements of the role;
- Work entitlement in Australia including any visa you hold;
- Driver's Licence, Police Check and Working With Children Check information; and
- Any other miscellaneous information that is disclosed by you.

**4. How is my Personal Information stored and used?**

a. Your Personal Information will be held and stored in a secure location for the purposes of assessing your suitability to fill the specific vacancy for which you have applied, and for assessing your suitability for other vacant positions that may arise at a later date. We may also distribute the information internally to the relevant hiring managers involved in the particular recruitment activity.

b. We will not disclose your personal information to a third party without your consent, except as required by law.

c. If you are the successful applicant your information will be retained in your Employee File.

d. If you are an unsuccessful applicant your information will be retained for a period of six months after which your information will be destroyed. You can request us to delete your information held by us at any time by contacting us.

**5. How do you keep my personal information safe?**

a. The Housing Plus Group takes all reasonable steps to ensure the security of our system and to protect your information from misuse, interference, and loss as well as unauthorised access, modification or disclosure.

b. Any information which we hold for you is stored on secure servers in Australia.

c. In addition, our employees and the contractors who provide services related to our information systems are obliged to respect the confidentiality and privacy of any personal information held by us. Except in the case of breaches of our obligations under the Privacy Act to protect your personal information, Housing Plus will not be held responsible for events arising from unauthorised access of your personal information. In the event of a data breach, Housing Plus is committed to comply in all respects with the requirements of all Australian Privacy Laws including, the requirements of the Privacy Amendment (Notifiable Data Breaches) Act 2017 (Cth).

**6. Can I correct or update my Personal Information?**

a. We take all reasonable steps to ensure that your personal information is accurate, complete and up to date. Please contact us if your details have changed, if you believe that information we hold about you is incorrect.

**7. How long do you retain my Personal Information?**

a. We keep your Personal Information only for as long as we need it for the purposes for which it was collected, or as required by law. This includes retaining your Personal Information to:

- Undertake the recruitment process;
- Meet our legal, tax, accounting or regulatory obligations; and
- Handle any complaints or legal issues that may arise.

We may keep your Personal Information for longer periods if:

- You give us express permission to retain your Personal Information on file for the purposes of joining a 'talent pool' to be considered for future recruitment opportunities
- You make a complaint that we need to investigate or respond to;
- We reasonably believe legal action involving our relationship with you might occur; and/or
- The law requires us to keep it for specific timeframes.

b. Once we no longer need your Personal Information, we will securely delete or destroy it in accordance with our Record Retention Policy and legal requirements. You can request information about retention periods for your Personal Information and ask for early deletion where legally possible.

**8. Artificial Intelligence (AI) technologies**

a. We use AI and machine learning technologies in our operations and services, including AI tools provided by third parties such as our website chatbot. We only use these technologies when legally permitted and necessary for our business, and in line with our AI Policy.

b. Any information generated or inferred about you by AI technologies is treated as Personal Information, and you maintain all the rights outlined in our Privacy Policy.

**9. Email alerts and other communications**

a. Users may subscribe to receive emails regarding new employment or volunteer opportunities that match searches you have previously undertaken by providing Housing Plus with your email address. Users can unsubscribe from such emails at any time by clicking on the unsubscribe link in the email.

b. If you apply to an opportunity or you save a search, Housing Plus may also provide you with selected information about employment or volunteer opportunities and related advice in email communications from time to time. Housing Plus may also contact you by telephone. You agree that Housing Plus may contact you about employment or volunteering opportunities. You may 'opt-out' of receiving emails from Housing Plus by clicking 'unsubscribe' in the footer of an email received. When we speak to you over the phone, we may record the calls for training, verification and quality assurance purposes. Any Personal Information collected on those calls is used in accordance with this Privacy Statement.

c. From time to time, we may contact you by email or phone in relation to your use of our Sites, new features and other employment or recruitment-related content.

## 10. Feedback and Complaints

a. Housing Plus welcomes ideas and feedback about all aspects concerning your privacy. Housing Plus stores feedback that users send to us. This feedback may be used to administer and refine the service we provide.

b. If you have any complaints about our dealings with your Personal Information including any breaches by us of any Australian Privacy Principles or any questions regarding this Privacy Statement, you are able to submit that complaint or query by contacting us using the methods detailed in the "Contact" paragraph below. Any complaints received by us will be referred to our Legal and Governance team for prompt investigation and a written response will be provided to you as soon as possible. Should you not be satisfied with the resolution of any complaints made you are able to seek further redress through the Office of the Australian Information Commissioner (see https://www.oaic.gov.au for further information).

## 11. Contact

a. If at any time you have any questions regarding this Privacy Statement, the practices of our Sites or dealings with our Sites, you can contact recruitment@housingplus.com.au

## 12. How will this privacy statement be updated?

a. From time to time, Housing Plus may review and update its Privacy Statement. Revised versions will be made available to new applicants and upon request.