

## **PRIVACY POLICY**

### **POLICY & PROCEDURE**

#### **1. Purpose**

The objectives of this policy are to

- specify how Hotelstaff treats the privacy of those with whom we interact
- describes how Hotelstaff handles personal information, and sets out the rights and obligations parties in relation to personal information

#### **2. Scope**

This policy and procedure is applicable to all employees, contractors and subcontractors of Hotelstaff Pty Ltd, HS Personnel Australia Pty Ltd and all subsidiaries ('Hotelstaff').

This policy applies during all hours of work at Hotelstaff Pty Ltd as well as outside of working hours when dealing with colleagues and clients of the organisation including social engagements.

This policy document may be varied, withdrawn or replaced at any time. Printed copies, or part thereof, are regarded as uncontrolled and should not be relied upon as the current version.

#### **3. Definitions**

Employee	employees, contractors and subcontractors of Hotelstaff Pty Ltd, HS Personnel Australia Pty Ltd and all subsidiaries ('Hotelstaff')
Client	means any person/entity who enters into an agreement with Hotelstaff for the provision of labour hire or other services Customer of Hotelstaff, running a business or undertaking, and use labour hire workers from Hotelstaff to perform work in the business.
Information	means personal information and sensitive information as defined in the Privacy and Data Protection Act 2014 (Vic); and health information as defined in the Health Records Act 2001 (Vic).
Social Media	means the Hotelstaff Facebook ( <a href="https://www.facebook.com/hotelstaff.au">https://www.facebook.com/hotelstaff.au</a> ), Instagram ( <a href="https://www.instagram.com/hotelstaffaustralia/">https://www.instagram.com/hotelstaffaustralia/</a> ), Twitter ( <a href="https://twitter.com/Hotelstaff1">https://twitter.com/Hotelstaff1</a> ), or LinkedIn ( <a href="https://au.linkedin.com/company/hotelstaff-australia">https://au.linkedin.com/company/hotelstaff-australia</a> ) profiles
User	means any person who uses our website
Website	means the Hotelstaff website <a href="https://hotelstaff.com.au/">https://hotelstaff.com.au/</a> and others of our subsidiaries

#### **4. Policy Statement**

Hotelstaff values the privacy of all individuals and is committed to handling their information in a lawful and responsible manner. Hotelstaff is committed to complying with the Privacy and Data Protection Act 2014 (Vic), the Health Records Act 2001 (Vic), and the Privacy Act 1988 (Cth)

All Hotelstaff managers, employees, contractors and subcontractors who handle or come into contact with personal employee or client information will abide by the Privacy Act principles.

Hotelstaff respects the rights of individuals to determine to whom they give their personal information and how this information is used.

Hotelstaff will not sell employee, user or client information to any organisation nor provide personal or sensitive information without written prior consent unless required under the law.

Hotelstaff may share information with any affiliated and related companies to assist in efficiencies or to improve the quality and standards of service provided to clients, and customers. Similarly, Hotelstaff may share information internally about clients to support the operations of Hotelstaff.

All personal information collected will be collected directly, ensuring compliance with the Privacy Act.

## 5. Procedures

### 5.1. Collecting Information

Hotelstaff will collect information only where it is necessary in order to carry out its functions and activities as an employer and labour hire provider. Hotelstaff collects and stores personal information from users, employees, and clients when they access our services via any means, including but not limited to our website, social media accounts, via phone, email or in person.

Information will include but is not limited to; name, address, phone number, email address, other contact details, birth date, gender, passport and right to work information, work experience, education background, skills, qualifications, interests, bank account, tax, superannuation details and identification images.

When collecting information Hotelstaff expects that it will only be collected by lawful and fair means, and at employment offer stage all employees will be advised of:

- the purpose for which Hotelstaff is collecting the information;
- how the individual can access their information;
- to whom the information will be disclosed;
- whether the collection is required by law; and
- the consequences of not providing the information.

Hotelstaff will only collect sensitive information in limited circumstances.

Hotelstaff will be unable to provide employment or other services to individuals if they choose not to provide required personal information.

As a user of our website or social media profiles, Hotelstaff may receive and record information from your interactions with web enquiry forms or posts, internet browser and computer, including IP addresses, cookies, software and hardware attributes and your page requests.

### 5.2. Using and disclosing information

Hotelstaff may use or disclose user's information for purposes delivering Hotelstaff services.

Including but not limited to,

- responding to enquiries or employment applications it receives;
- providing, operating, maintaining, protecting and improving Hotelstaff services;
- performing authorised financial transactions;
- receiving and addressing feedback or complaints;
- contacting users

Hotelstaff will only use or disclose an employee's information for the primary employment purpose for which it was collected.

However, Hotelstaff may use and disclose information in other cases if,

- the employee has consented to the use and disclosure;
- the disclosure is authorised or required by law;
- the disclosure of personal information is related to the employment purposes, such as provision of an email address to a client to provide employment related information
- the individual would reasonably expect Hotelstaff to use or disclose the information for that secondary purpose
- the disclosure is in other circumstances, with your prior consent

When Hotelstaff discloses information, it will be satisfied that the third parties processes for handling of information is similar to the requirements under Victorian Law and is generally in accordance with the Privacy Act 1988 (Cth).

Hotelstaff does not accept any responsibility or liability whatsoever for, the disclosure or use of personal information which is voluntarily posted in any publicly accessible social media profile.

### **5.3. Accessing and correcting information**

Hotelstaff will provide employees, clients, or users, with access to information it holds about them, subject to legal requirements. Individuals may not remove any original documents from the file.

Requests for access to information will be considered in accordance with the applicable legislation, the Privacy Act and should be made in writing to Managing Director or delegated authority 24 hours in advance.

If an employee, client or user establishes and notifies Hotelstaff that their information is inaccurate, incomplete or not up to date, Hotelstaff will take reasonable steps to correct the information or to record that the individual disagrees with the information on file.

### **5.4. Maintaining data quality**

Hotelstaff expects employees, clients, or users to take reasonable steps to ensure that any information is collected, used, or disclosed is accurate, complete and up to date.

### **5.5. Securing, storing and retaining data**

Hotelstaff will take reasonable steps to ensure that the information it handles is protected from misuse, loss, unauthorised access, modification, and disclosure.

This includes, but is not limited to

- placing restrictions on access to types of personal information relevant to relevant to employee roles with Hotelstaff
- the use of both physical (locked cabinets) and electronic (delegated file and system access hierarchy) restrictions
- enforcing security protocols such as two factor authentications when available to access electronic personal records

### **5.6. Disposing of and destroying information**

Hotelstaff will take reasonable steps to destroy or permanently de-identify personal or sensitive information if it is no longer legally required to be held.

### **5.7. Marketing**

As an employee, client, or user, you agree to receive updates on our latest services, news and special offers.

### **5.8. Third Parties**

Our website may contain links to third party websites including those of our clients.

Hotelstaff may disclosure information to third parties for the primary purpose of providing employment services to employees, including but not limited to Payroll and Rostering Software as a Service Providers.

Hotelstaff does not control, and does not accept any responsibility or liability for, the privacy policy of, and use of personal information by, any party other than Hotelstaff.

### **5.9. Cookies**

If you are a user of our website, then your computer or device may store an identifying cookie or anonymous identifier.

Hotelstaff may use cookies and anonymous identifiers for a number of purposes including to access your information when you sign in, keep track of your preferences, direct specific content to you, report on website traffic, and to improve our services.

### **5.10. Health information**

Hotelstaff collects and collates Health information throughout interactions with employees, contractors, or subcontractors. Health information is collected to make reasonable adjustments for an employee or

prospective employee in order to perform the genuine and reasonable requirements of the employment.

Hotelstaff will only use or disclose an employee's health information for the primary employment purpose for which it was collected.

However, Hotelstaff may use and disclose information in other cases if,

- the employee has consented to the use and disclosure;
- to an independent medical examiner should we require an assessment of your suitability for employment and fitness for duty
- to a compensation insurer, its authorised agent or government entity should you submit a workers' compensation claim

## 5.11. Privacy Support

Hotelstaff's Managing Director or delegate acts in the capacity of Privacy Officer responsible for actioning Privacy requests. This support is available via [casuals@hotelstaff.com.au](mailto:casuals@hotelstaff.com.au) or 03 9650 1311.

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.

## 5.12. Personal Information Collection Procedure

Hotelstaff's Personal Information Collection Procedure document must be provided to all potential employees to ensure informed consent to our privacy policy prior to employment offer.

## 6. Guidelines

Department of Health & Human Services, State Government of Victoria, '*Rights and privacy principles*', <https://www2.health.vic.gov.au/mental-health/rights-and-advocacy/privacy/rights-and-privacy-principles>  
Office of the Australian Information Commissioner 'Australian Privacy Principles', <https://www.oaic.gov.au/privacy/australian-privacy-principles-guidelines/>  
Office of the Victorian Information Commissioner, 'Information Privacy Principles Short Guide', <https://ovic.vic.gov.au/privacy/information-privacy-principles-short-guide/>

## 7. Related Documents and Further Information

### 7.1. Legislation

Equal Opportunity Act 2010  
Health Records Act 2001  
Privacy Act 1988 (Cth)  
Privacy and Data Protection Act 2014  
Workplace Injury Rehabilitation and Compensation Act 2013

### 7.2. Documents

Employee Code of Conduct  
Personal Information Collection Procedure

### 7.3. Links

Nil

## 8. Revision History

Effective	Version	Amendment
01/07/2014	1.0	- Initial
07/05/2018	1.1	- Reformatted
28/05/2019	1.2	- Review – No Change, Reformatted
01/06/2021	2.0	- version disclaimer added, definitions added, updated legislation references, processes reworded to be in line with Vic. Privacy Principles
01/07/2021	2.1	- extended policy to include website data

## 9. Document Information

Effective	Version	Authorised
01/06/2021	2.1	SZPRINC, Nathan
Location	<a href="https://hotelstaf.sharepoint.com/sites/Hotelstaff-Shared/Shared Documents/Human Resources/Policies and Procedures/HOTELSTAFF Policy - Privacy.docx">https://hotelstaf.sharepoint.com/sites/Hotelstaff-Shared/Shared Documents/Human Resources/Policies and Procedures/HOTELSTAFF Policy - Privacy.docx</a>	