

PRIVACY POLICY

CV Screen Pty Ltd (CV Screen) is committed to providing quality services.

This Privacy Policy outlines how we manage Personal Information that we collect and handle about you as a customer, supplier, visitor to our site, a job applicant or as someone who engages with us through social media, other digital services, correspondence or in person as a member of the public.

The Privacy Act 1988 (Privacy Act) is an Australian law which regulates the management, storing, access and correction of personal information about individuals. The Privacy Act includes thirteen Australian Privacy Principles (APPs) that businesses covered by the Privacy Act will need to comply with. We have adopted the APPs contained in the Privacy Act which governs the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au.

Nationally Coordinated Criminal History Check

The Australian Criminal Intelligence Commission (ACIC) administers access to nationally coordinated criminal history checks under the Australian Crime Commission Act 2002 (Cth) (ACC Act). The National Police Checking Service (Service) facilitates access to Police Information and nationally coordinated criminal history checks in partnership with the Australian police agencies in accordance with relevant Australian legislation.

In accordance with the ACC Act, the Service provides CV Screen with Police Information to support the assessment of the suitability of people in positions of trust, specified fields of endeavour and as required, to meet legislative requirements.

In order to access nationally coordinated criminal history checks or use the Service, CV Screen must be accredited under section 46A(5) of the ACC Act and enter into an Agreement with the ACIC. By executing the Agreement Schedule, CV Screen confirms its understanding and commitment to complying with the Agreement and, in particular, the Privacy Act 1988 (Cth). CV Screen is entrusted with direct access to the Service and plays a vital role to help safeguard the Australian community.

Collection

The Personal Information we collect will depend on the nature of your interaction with us and will only ever be essential information to deliver nationally coordinated criminal history checks. Personal information we collect include:

-)] Name, gender, date and place of birth;
-)] Residential history;
-)] Driver's license, firearm license, passport;

-) Contact information;
-) Information relating to the check purpose or employment;
-) Information or opinion relating to current or previous check applications.

Personal information can also include any information or an opinion of an applicant (whether that data be correct or not) and “sensitive” information.

Personal information is collected directly from you when you sign on as a user, order checks, enter into arrangements with us, correspond with us or provide feedback to us. We will record, collect and hold information about your transactions with us. We may monitor and record your communications with us (including email and telephone) for security, dispute resolution and training purposes. We may collect Personal Information from third parties, including verification data collected from Document Verification System (DVS) when ordering a check.

We hold Personal Information electronically (via password protected email and web forms) and in hard copy (on-site in a secured, controlled and classified environment). Our primary database is Australian owned and located in Australia.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only for the primary purpose of providing nationally coordinated criminal history checks through the National Police Checking Service and where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

1. Purpose of collection

Information is collected lawfully, fairly and not in an intrusive way. We collect Personal Information for the primary purpose of providing nationally coordinated criminal history checks through the National Police Checking Service.

For individual users:

-) to check and verify that the information you have provided and the personal information located from other sources is correct;
-) to administer and provide our products and services to you;

-) to communicate with you, our customer;
-) to understand the needs of our customers and continuously develop and improve our products and services;
-) to protect against fraud or other misuse or loss of data;
-) to ensure your security when visiting our website.

For corporate users:

-) to check and verify that the information you have provided and the Personal Information located from other sources is correct;
-) to comply with our legal obligations to know who has access to the Personal Information of individuals on our system;
-) to administer and provide our products and services to you and your employer;
-) to better communicate with our customer;
-) to understand the needs of our customers and continuously develop and improve our products and services;
-) to protect against fraud or other misuse or loss of data;
-) to ensure your security when visiting our website.

CV Screen is constantly reviewing its policies and procedures to maintain a high-level of quality control by assessing and validating the information provided by you before a police check is formally submitted through the Service. Our policies and processes are compliant and audited by the ACIC, which has the right to conduct audits and compliance activities. The ACIC, including its authorised Personnel, may conduct audits relevant to CV Screen's compliance with the Agreement. Our systems, anti-virus, firewalls and updated operating systems are current and updated regularly to ensure your Personal Information is secure.

This Policy may change from time to time and is available on our website.

2. Manner of Collection

'Cookies'

Cookies are small data files that are downloaded from our web servers and stored on your hard drive. A cookie is a string of letters and numbers that uniquely identify the computer you are using and the Username and password you may have used to register at the site.

We use a cookie that exists only for the actual time you are logged on. These cookies ensure greater security for you by authenticating and identifying registration for the secure areas of the site, without the need for you to re-enter information.

You can configure your browser to refuse to accept cookies. You can also delete cookies from your hard drive. However, doing so may hinder your access to information within our site.

3. Storage and Security

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure by way of maintaining:

-) Physical security by preventing unauthorised access to our premises;
-) Regular staff training on best practice;
-) Computer network security including password security to prevent unauthorised access;
-) Communication security;
-) Limiting access to authorised staff.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take measures in respect of destroying or de-identifying Personal Information that is no longer needed for any lawful purpose. Information data is retained for twelve months and then disposed within three months as per agreement with ACIC. Identification documents submitted to our website are deleted when the Police release your check results. We cannot access your payment details as payments are made via third party payment gateway suppliers.

CV Screen fosters a privacy and security aware culture cultivated through training of staff, appropriate resourcing and management focus. Our continuous improvement approach to Information Security means we regularly update our Information Security Policy to support the management, and ongoing compliance of CV Screen.

The Information Security Policy ensures any details are securely protected from misuse, loss, and unauthorised access, modification or disclosure by way of maintaining:

-) Dedicated Information Security roles, responsibilities and security clearance;
-) Physical security (hard copy, media and soft copy) security by preventing unauthorised access;
-) Access security including password security, restricted access to files and firewalls;
-) Technical infrastructure including anti-virus and current operating systems;
-) Secure digital certificate management;
-) Strong password policies;
-) Staff training on Information Security awareness;
-) Incident management and prevention.

4. Information disclosure

Disclosure of Personal Information

Personal Information may be collected by the ACIC, Australian police agencies or other parties as authorised by law.

The following parties may have access to your Personal Information and police check result:

-) Authorised staff of CV Screen that requests the police check and receives the result;
-) Authorised ACIC staff to support CV Screen and police agencies when processing the police check;
-) Authorised police staff involved in the police check assessment process;
-) Third party organisations (with consent or through relevant legislation).

Authorised CV Screen staff are specially trained to ensure your Personal Information is protected in accordance with our Information Security Policy. We do not transfer or disclose information to parties outside Australia.

The ACIC cannot be contacted directly by members of the public. Please contact us in writing and send it to:

) Privacy Officer
) CV Screen Pty Ltd
) 185 Harrow Rd
) Berala, NSW, 2141

Alternatively, please send an email to: info@cvscreen.com.au

For more information on the ACIC, visit the ACIC website: <https://www.acic.gov.au/our-services/national-police-checks>

5. Information access

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, or to lodge a complaint, please contact us in writing and send it to:

) Privacy Officer
) CV Screen Pty Ltd
) 185 Harrow Rd
) Berala, NSW, 2141

Alternatively, please send an email to: info@cvscreen.com.au

CV Screen will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

Complaints and check result dispute

CV Screen welcomes any feedback about all aspects of our business. If a complaint is received, we will keep a record of it and respond within three business days with an outcome, or next steps required to achieve an outcome.

We accept and escalate any dispute about the result of a nationally coordinated criminal history check which it receives from you, using a dispute form. The ACIC provides a dispute form that must be used if you dispute a nationally coordinated criminal history check. We will lodge your dispute form directly with the ACIC for further investigation.

The relevant police agencies responsible will investigate the dispute to determine an appropriate outcome. CV Screen will contact you if the relevant police agencies require further from you in order to support their investigation.

Once an outcome of the dispute has been determined, we will be advised whether the dispute was either:

-) Successful dispute outcome – resulting in a new and amended police check, or;
-) Unsuccessful dispute outcome – the result will remain unchanged.

Unsuccessful dispute outcomes can be challenged and further documentation may be required to substantiate the challenge.

If you have any complaints about how we collect, use, disclose, store, secure and dispose of your Personal Information, including any breaches or our policies, please contact us in writing and send it to:

-) Privacy Officer
-) CV Screen Pty Ltd
-) 185 Harrow Rd
-) Berala, NSW, 2141

Alternatively, please send an email to: info@cvscreen.com.au

If you are not satisfied with the result of any complaints, you can escalate the matter through the Office of the Australian Information Commissioner (<http://www.oaic.gov.au>).

Information corrections

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.