

1. PURPOSE

The policy for dealing with personal information including how the Association collects, maintains, uses and discloses that information.

2. REFERENCES

AQTF 2007 Standards
Privacy Act 2001 (Commonwealth)
National Privacy Principles

3. ACCOUNTABILITY

Executive Director

4. DEFINITION OF PERSONAL INFORMATION

Personal information is any information or an opinion about a person. It may range from the very sensitive (e.g. medical history) to the everyday (e.g. name, address and phone number). It would include an opinion of others about work performance, work experience and qualifications, aptitude test results and other information obtained by DOME in connection with a client's possible work placements. Personal information includes sensitive information that may include racial or ethnic origin, criminal record, health or disability (at any time).

Sensitive information can, in most cases, only be disclosed with the consent of the person concerned. DOME does not actively seek to collect sensitive information unless it is necessary for our business purposes. If we have to collect sensitive information, we do so in accordance with the National Privacy Principles.

5. COLLECTION OF PERSONAL DETAILS

The DOME Association will collect personal and sensitive details for its own use and on behalf of others who might require access to the client's personal and sensitive information in connection with their work placements. A third party hosts our website and each time you visit our web site, statistical data is collected. This data is not linked to a particular person and does not provide us with any personal information.

6. CLIENT ACCESS TO INFORMATION

Subject to some exceptions that are set out in the National Privacy Principles (Principles 6 – Access and Correction), clients have a right to see and have a copy of personal and sensitive information about them that we hold.

If clients are able to establish that personal and sensitive information that we hold about them is not accurate, complete and up-to-date, we will take reasonable steps to correct it. If at any time we are unable to agree that the personal and sensitive information we hold about them is accurate, complete and up-to-date, they may ask us to place with the information a statement by them that claims that particular information is not accurate, complete and up-to-date.

7. EXTERNAL SITES

External sites that are linked to, or from, the DOME Association website are not under the control of DOME and clients are advised to review their Privacy Statements. Clients should note there are inherent risks associated with the transmission of information via the Internet and they should therefore make their own assessment of the potential risk to the security of their information.

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8. CONSENT

A Privacy and Collection Statement is made available to each client. By reading this Privacy and Collections Statement, the client consents to us collecting, maintaining, using and disclosing personal information about them, and provided by them, or by another person in accordance with this Private and Collections Statement. All information sought and collected is required for DOME business purposes, which is to assist clients in gaining employment either in a temporary, part-time or permanent capacity.

Clients are asked to indicate that they understand and accept each of the statements in this Personal and Collections Statement and voluntary consent to:

- Personal and sensitive information about you being collected, used and disclosed as indicated above.

The client's personal and sensitive information may be used in connection with:

- Actual or possible work placement
- Follow up with the client to offer work or ascertain availability for work
- The identification of the client's training needs
- The management of any complaint, investigation or inquiry in which the client is involved
- Any test or assessment that the client might be required to undergo
- Ensuring DOME internal business processes are running smoothly which may include quality assurance audits, quality and services evaluations, fulfilling legal requirements and conducting confidential systems maintenance.

Clients' personal and sensitive information may be disclosed to:

- Potential and actual employers and clients of the DOME Association
- Referees
- Other staff members and volunteers of the DOME Association
- Our insurers
- A professional association, registration body, or other party that has a proper interest in the disclosure of the client's personal and sensitive information
- A Workers Compensation body
- DOME contractors and suppliers – eg I.T. contractors and database designers
- Any person with a lawful entitlement to obtain the information.

The DOME Association will advise the client of our intentions, and gain consent, before we refer their personal information to employers for possible work opportunities.

9. NON-CONSENT

If the client does not give permission for the information we seek:

- We may be limited in our ability to locate suitable work for them
- We may be limited in our ability to place the client in work.

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10. PROTECTION OF PERSONAL AND SENSITIVE INFORMATION

The DOME Association will take reasonable steps to protect clients' personal information from misuse, loss, unauthorised access, modification and disclosures. There are a number of safety measures in place to protect client information. For example,

- personal information is stored in a secured office and in computerised databases, which require a login and password to gain access.
- all staff and volunteers are bound by a confidentiality agreement regarding DOME and Member information.
- visitors all have to register by a sign in book and are accompanied by a staff or volunteer for the duration of their visit.

DOME uses secure methods to destroy or de-identify personal information as soon as the law permits that the information is no longer needed by us.

In the case of Financial Members, this is based on their request and the time frame for their records to be kept on file can be an ongoing. Financial Members are able to cast a vote at the DOME Annual General Meeting.

The information relating to Non-financial Members, unless specifically requested, and/or through their own demonstration of no activity in seeking work through the DOME Association, can be destroyed at DOME's discretion anytime after an initial three months of registration. In this case an additional interview may be asked of the Member prior to re-registration. Non-financial Members are unable to cast a vote at the DOME's Annual General Meeting. When clients advise us that they are no longer looking for work opportunities and therefore do not wish to be registered with us, we will de-identify their database record. Information will be kept on file for no longer than three to six months, when, if not requested to re-activate, the personal information will be destroyed.

11. COLLECTION OF INFORMATION

Personal and sensitive information will be collected from clients directly when they attend an interview with one of our staff or volunteer members. At this time they will complete our registration paperwork or any other information in connection with their application to register with us.

Personal and sensitive information will be collected when:

- We receive any reference about the client
- We receive results from inquiries that we might make with the client's former employers, work colleagues, professional associations or registered body
- We receive results of any competency or medical test
- We receive performance feedback (whether positive or negative)
- We receive complaint from or about you in the workplace
- We receive any information about a workplace accident in which the client is involved
- We receive response from a job advertisement- either written, verbal or email
- We receive any information about any insurance investigation, litigation, registration or professional disciplinary matter, criminal matter, inquest or inquiry in which the client is involved
- The client provides us with any information about themselves.

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12. VISITING OUR WEBSITE

If the client visits the DOME website and registers on-line for employment opportunities, or visits the Volunteer site to register interest, we do collect some personal information, which the client has agreed to volunteer by filling in their details. The information gathered at this point will only be used for that intended purpose. By submitting their personal information this way the client acknowledges and accepts the DOME Privacy and Collections Statement.

Information sent via email to the DOME Association will only be used for that purpose for which the client has provided it. The information will not be added to our database, unless specified by them, and in accordance with DOME's policies and procedures. DOME will not disclose the client's information for any other purpose than the intended purpose.

13. DOCUMENTS

Client Flyer 6 Privacy Statement
(Q:\DOME New Quality System\Customer Information Flyers\General Client
Flyers\Flyer 6 Privacy Statement.doc)

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