

PRIVACY POLICY

*This policy is effective from **January 2014***

This privacy policy sets out how ITbility uses and protects any information that we collect when you use this website or our services.

At ITbility, is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. ITbility reserves the right to change this policy at our discretion, by updating this page. You should check this page from time to time to ensure that you agree with our policy.

Applicable to all our clients, contractors, job applicants and prospective employees, this policy addresses the following:

- [What we collect](#)
- [Why we collect](#)
- [Information Security](#)
- [Access to update personal information](#)
- [Investigating breaches of privacy and lodging complaints](#)
- [Contact our privacy officer](#)

What we collect

ITbility collects personal information to facilitate specialized recruitment services for the IT sector. We interact with companies and individuals and collect information for recruitment opportunities.

The information collected by ITbility includes personal information like names, mailing addresses, telephone numbers, e-mail addresses and career history. This information is obtained directly by us and does not involve third parties.

Either by telephone, in person, letter, fax, e-mail, or our website, we collect information regarding previous work experience, educational qualifications and any applicable third party references. Details regarding professional achievements, commendations / awards may be collected where applicable.

ITbility also collects information and consent to conduct background checks to ascertain sensitive information such as criminal or medical records (disability).

Personal and sensitive information will also be collected when we receive:

- results of inquiries that we might make of your former employers, work colleagues or educational institutions
- the results of any competency or medical test; performance feedback (whether positive or negative)
- a reference about you
- any information about a workplace accident in which you/were are involved
- we receive any information about any insurance investigation, litigation, registration or professional disciplinary matter, criminal matter, inquest or inquiry in which you are/were involved

[\(Back to top\)](#)

Why we collect

We may disclose your personal information for the purposes it was collected. We may disclose your personal information to:

- Referees
- Potential employers
- Clients who may wish to engage your services as a contractor or temporary
- Organisations that conduct competency or psychometric tests
- A workers' compensation body
- Suppliers of services to us
- Where necessary, the Australian Federal Police to verify whether you have a criminal record
- Educational organisations to the extent necessary to verify your qualifications

In the event we engage a third party organisation to perform services for us which involve handling personal information we take reasonable steps to prohibit the contractor from using personal information except for the purposes for which it was supplied.

We will not use your personal information for any purpose which is not related to the service we provide to you or for any purpose for which you would not reasonably expect us to use your personal information.

[\(Back to top\)](#)

Information Security

We work hard to protect ITbility and our users from unauthorized access to or unauthorized alteration, disclosure or destruction of information we hold. In particular:

- We use secure web servers with state-of-the-art firewall and security systems
- All our data is backed up periodically to ensure data loss does not occur
- We review our information collection, storage and processing practices, including physical security measures, to guard against unauthorized access to systems.
- We restrict access to personal information to ITbility employees, contractors and agents who need to know that information in order to process it for us, and who are subject to strict contractual confidentiality obligations and may be disciplined or terminated if they fail to meet these obligations.

[\(Back to top\)](#)

Access to update personal information

If your personal information changes please contact us. We may also contact you from time to time to check the information is still correct. A request for access to the personal information should be made in writing to the attention of your ITbility consultant or sent to:

The Privacy Officer

ITbility
46/31-39 Gladstone Street
North Parramatta, NSW 2151

The ITbility Privacy Officer can also be contacted on **02 9446 3444** or **privacy@itbility.com.au**

[\(Back to top\)](#)

Investigating breaches of privacy and lodging complaints

All complaints will be treated by ITbility seriously and dealt with promptly. If you have a complaint about our privacy practices or our handling of your personal information please contact our privacy officer.

You may complain in writing to the following address:

The Privacy Officer -

ITbility
46/31-39 Gladstone Street
North Parramatta, NSW 2151

The ITbility Privacy Officer can also be contacted on **02 9446 3444** or **privacy@itbility.com.au**

We will aim to achieve a quick and satisfactory resolution of your complaint within a reasonable timeframe. Upon receipt of your complaint, we will advise you on the expected response time.

We will try to resolve the matter in a number of ways:

1. We will discuss options for resolution with you and if you have suggestions about how the matter might be resolved you should raise these with our Privacy Officer.
2. We may request further information from you. You should be prepared to provide us with as much information as possible, including details of any relevant dates and

documentation. This will enable us to investigate the complaint and determine an appropriate solution. All details provided will be kept confidential.

3. Where necessary, the complaint will be investigated. We will try to do so within a reasonable time frame. It may be necessary to contact others in order to proceed with the investigation. This may be necessary in order to progress your complaint.
4. If your complaint involves the conduct of our employees we will raise the matter with the employee concerned and seek their comment and input in the resolution of the complaint.
5. If your complaint is not able to be resolved at a local level it will be referred to our General Manager.
6. If your complaint is found to be substantiated, you will be informed of this. We will then take appropriate agreed steps to resolve the complaint, address your concerns and prevent the problem from recurring.
7. If the complaint is not substantiated, or cannot be resolved to your satisfaction, but this Policy has been followed, the decision may be referred to an appropriate intermediary. For example, this may mean an appropriately qualified lawyer or an agreed third party, to act as a mediator.

We will keep a record of your complaint and the outcome. If you believe that ITbility has acted inappropriately and has unsuccessfully dealt with your complaint, you can contact the Office of Fair Trading to determine next steps.

[\(Back to top\)](#)

Contact our privacy officer

If you have any questions or would like to speak with a ITbility consultant about your personal information, please contact us at:

ITbility

46/31-39 Gladstone Street
North Parramatta, NSW 2151

Phone: +61 2 9446 3444

E-mail: privacy@itbility.com.au

We endeavor to respond to all inquiries within **24 hours**.

[\(Back to top\)](#)