



Privacy Policy

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Who we are

J.S.B. Occupational Health Agency Pty. Ltd. (ACN 007 322 830) (**JSB**) is committed to safeguarding the privacy of your personal information.

We are bound by the Privacy Act 1988 and the Australian Privacy Principles. This Privacy Policy explains our personal information handling practices including the types of information which we collect, what that information is used for, and to whom that information may be disclosed. It applies to our personal information handling practices generally as well as to the information collected on the website (www.jsb.com.au) (**Website**) or through any on-line registration processes you complete with us. Throughout this Privacy Policy, we refer to your personal information, which means information that identifies you as an individual or from which your identity can reasonably be ascertained. Your name, address and telephone number are examples of personal information.

Personal Information

We only collect personal information that is necessary for our functions and activities.¹ For example, we may collect your name in order to reserve you a time at which to receive a health service, or we may collect your email address for the purpose of providing you with a consent card and a confirmation of your booking. If you have an adverse event following immunisation, we may need to collect some additional information, including your Medicare number. Generally, we try to collect personal information directly from you. As appropriate, JSB may also collect information from a third party, including a health professional or medical adviser that we have engaged for the purposes of providing health or wellness services to you. In either case, we will take reasonable steps to ensure that you are aware of the purposes for which the information is collected. In certain circumstances we may collect sensitive information such as health information. This information will only be used for the purposes of providing health services. We will only collect this information with your consent or otherwise in accordance with the law. When you visit our Website, we may record certain information such as your server address, domain name, and the date and time of your visit. This information is used for statistical and Website administration purposes only. To maintain visitor anonymity, we do not associate this information with records containing personal information.

Personal and/or health information may be collected by us to provide (as relevant):

- Vaccinations,
- medical treatment and medical services,
- pre-employment medicals,
- occupational health and safety assessments,
- general health assessments,
- other health and wellness services.

With the exception of your health information that will only be used as reasonably necessary for our activities, we may collect and use your personal information for the purpose of telling you about products or services in which you might be interested. You may opt out of any such marketing communications by using the opt-out mechanism in the communication or by contacting us directly using the contact details below.

¹ See our Services link on our website for a full list of our services.

Disclosure to third parties

JSB may disclose your personal information to another organisation or individual in certain circumstances. These include:

- with your consent,
- to other service providers, medical professionals or specialist advisers in the context of providing health services to you,
- to the Australian Immunisation Registry,
- to Medicare,
- when fraud or unlawful activity is suspected by JSB and the information is disclosed to relevant persons or authorities,
- when the use or disclosure is required or authorised by law.

Where our services are being paid for by your employer your first name, surname and date of birth may be supplied to your employer so that your employer can identify you and verify that you did receive our services. Your first name, surname and email address will be available to your employer before the program in order to administer the booking schedule.

Emails

We may retain the content of any email that you send to us. Any personal information contained within those emails, including your email address, will be only be used or disclosed in the ways set out in this Privacy Policy. JSB employees or our Internet Service Provider may monitor your email message content for maintenance purposes or if email abuse is suspected.

Access

If you need to access any personal information we hold about you, please contact us using the Contact Details set out below. We request that you provide us with as much detail as you can about the particular information you seek, in order to help us retrieve it. An access fee may be charged to cover our costs of providing that information to you. In certain circumstances, we may not be required by law to provide you with access to your personal information. If that is the case, we will give you our reasons for that decision. We take reasonable steps to make sure that the personal information we collect, use and disclose is accurate, complete and up-to-date.

Overseas disclosure

JSB does not share your data with overseas suppliers. JSB will maintain your data within Australia.

Security

We take reasonable steps to protect all of the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure. We have physical, electronic and procedural safeguards in place to protect personal information. This protection applies in relation to information stored in both electronic and hard copy form. For example, your personal information is maintained in a secure environment that can only be accessed by authorised personnel. It is a condition of employment that all personnel employed by JSB adhere to our privacy policy.

In addition, we take reasonable steps to destroy or de-identify your personal information once we no longer need it or have been directly instructed by you to permanently remove or suppress your personal information. However, we may be required by law to retain your personal information after

your relationship with us has expired. In this case, your personal information will continue to be protected in accordance with our privacy policy.

Links to other websites

You should be aware that other websites which are linked to our Website might have privacy practices that differ from those outlined in this Privacy Policy. Linked websites are responsible for their own privacy practices and you should check their websites for their respective privacy practices.

Cookies

We use cookies on our website. A cookie is a small text file placed on your hard drive by our web page server. A cookie can later be retrieved by our web page server. Cookies are frequently used on websites and you can choose if and how a cookie will be accepted by configuring your preferences and options in your browser. JSB may use cookies so that we may interact with your browser. The purpose is to provide you with better and more customised service and provide a more effective website.

We use cookies:

- to determine if you have previously visited our website,
- to identify pages and content provider sites you have accessed,
- to store your preferences for certain kinds of information,
- to store a password so that you are not required to input the password every time you visit our website, and for administrative and security purposes.

These cookies do not collect personally identifiable information and we do not cross-match information that has been collected through cookies with other personal information to determine who you are or your email address.

Recruitment services

We may collect and hold personal information relating to your qualifications, education, business, accreditations and your work experience. We may also collect other types of personal information such as the opinions of others about your work performance (whether true or not), your career objectives, the name and contact details of individuals listed as referees within your application for employment, references, aptitude test results and any other information obtained by us in connection with possible work placements and provided to us. This personal information may be disclosed to other areas within the business for administrative purposes and for the progression of your application.

Where you have provided us with the personal information of another person (e.g. referees), you confirm that every person whose personal information has been provided to us by you has been notified of this and has agreed to the collection, process, disclosure and use of their personal information as set out in this Privacy Policy and any of our terms and conditions. You also confirm that you will inform such persons that they may have rights of access to, and correction of, their personal information.

As part of our function as a national occupational health & safety recruitment agency, we will generally collect, hold, use and disclose personal information from you or about you primarily for the following purposes (where applicable):

- to provide our recruitment services to you, including assisting you to find employment or business opportunities, to identify your career objectives and to apply for specific jobs,
- to assist employers to find prospective employees,
- to enable you to submit your CV generally, to apply for specific jobs or to subscribe to our services,
- to assess an application for employment made by you or on your behalf,
- to answer your queries,
- to provide you with any training,
- to assist you with your interviews with potential employers,
- to promote, facilitate and manage the provision of any other services we provide to you,
- for our administrative and accounting functions, fraud checks, marketing and promotions, newsletter communications, website traffic analysis,
- to maintain our business relationship, where you are a user of our Website, a client or candidate,
- for any other purposes disclosed at the time of collection.

Personal information includes information relating to:

- the engagement, training, disciplining or resignation of the employee,
- termination of the employment of the employee,
- terms and conditions of employment of the employee,
- employee's personal and emergency contact details,
- employee's performance or conduct,
- employee's hours of employment,
- employee's salary or wages,
- employee's membership of a professional or trade association,
- employee's trade union membership,
- employee's recreation, long service, sick, personal, maternity, paternity or other leave,
- employee's taxation, banking or superannuation affairs.

All reasonable attempts will be made to keep this information relevant, complete and current. You must ensure that any personal information provided is accurate and current.

Complaints about your privacy

If you believe your privacy has been breached or you have a complaint about how we have handled your personal information, please contact us in writing. We will respond within a reasonable period (usually within 30 days).

If you are not satisfied with our response, then you may lodge a formal complaint with the Office of the Australian Information Commissioner (for more information, please see www.oaic.gov.au).

What is the main consequence for you if you do not provide your information to us?

If you do not provide your personal information to us we may be unable to:

- provide any of the services that you or your organisation have contracted us to provide;
- assist you in your efforts to find an employment opportunity for you or place you in work;
- assist you in your efforts to find a suitable acquisition and/or merger target;
- provide you with the necessary training or appraisal; and/or
- answer your enquiry.



Changes to this Privacy Policy

We may update and make changes to this privacy policy from time to time.

Contact us

For any queries about our use or handling of personal information, or if you wish to make a complaint, please direct any enquiries to our Privacy Officer:

Email: admin@jsb.com.au
Phone: 1300 371 381
Post: The Privacy Officer
J.S.B. Occupational Health Agency Pty. Ltd.
832 High Street
KEW EAST VIC 3102

11 November 2019

Privacy Collection Statement

In accordance with the Australian Privacy Principles, the following information is provided:

- The organisation collecting your personal information (if applicable) is JSB Occupational Health Agency Pty Ltd which can be contacted as follows:

Email: admin@jsb.com.au
Phone: 1300 371 381
Post: The Privacy Officer
J.S.B. Occupational Health Agency Pty. Ltd.
832 High Street
KEW EAST VIC 3102

- You may request access to your personal information that we have collected through recruitment or the provision of a health service to you.
- The primary purpose for the collection of your personal information is to consider you for employment with JSB or to provide a health service to you, both now and at any time in the future. This information may be collected verbally or in writing and may be stored in either electronic or hard copy format.
- Your personal information is not usually disclosed outside of JSB without your permission.
- The main consequence of personal information not being provided is that we may not be able to consider you for employment with JSB and/or provide you with a service.
- In the case of complaints about the use and/or handling of your information, JSB will conduct an internal investigation and seek to resolve the complaint with you. For more information, please refer to our privacy policy for details.