

PRIVACY POLICY

We've updated our Privacy Policy in line with current Australian privacy legislation to cover:

- Types of information we collect
- Why the company needs this information
- How we protect your personal information
- Who can access your personal information
- How you can contact us to find out more about your personal information
- What to do if you have concerns about your privacy.

So now you can feel even more confident that your personal information is secure.

SENTRIC PRIVACY POLICY

Your privacy is important to Sentric Pty Ltd

Sentric is committed to ensuring the privacy and security of all personal information collected from our employees, customers and other parties that make contact with us is protected. **Personal information refers to any information or opinion about an individual whose identity is apparent or may be reasonably ascertained from information or opinion.**

As part of our compliance this policy is to ensure Sentric Pty Ltd complies with the Privacy Act and its thirteen Australian Privacy Principles (APPs) in so far as they apply to our business operations. This Privacy Policy outlines Sentric Pty Ltd policy on how we collect personal information and how we maintain, use, store and disclose this personal information we hold and reflects our commitment to you.

The types of personal and sensitive information we collect

We may collect information regarding your contact details, work experience, qualifications, aptitude test results, opinions about your work performance (eg references), incidents at the workplace, and other information obtained or received by us in connection with your possible and actual work placements.

If we were to collect your personal information from someone other than you, we will notify you that such information has been collected and the circumstances of that collection.

Sensitive information (Australia only)

Sensitive information is a special category of personal information under the Australian Act. It is information or opinion about you, but is not limited to details about you including;

- membership of a professional or trade association or membership of a trade union;
- criminal record;
- health information,

- government related identifiers, (e.g. your personal income tax number, passport or car licence, or
- business and financial information,
- your racial or ethnic origin,
- political opinions,
- membership of a political association,
- religious beliefs or affiliations,
- philosophical beliefs,
- or sexual preferences or practices;
- citizenship

in order to identify you.

As outlined in the Australian Act, sensitive information can, in most cases, only be disclosed with your consent.

We will take all reasonable steps to ensure that the personal information we collect from you is accurate, up to date and complete and that when we use or disclose that information it remains accurate, up to date and complete. If you request that we correct or change information that we have previously provided to third parties, then we will do so provided it is reasonable and practicable to do so.

How we use the information

We require this information to supply our services, communicate with you and manage our business.

Your personal and sensitive information may be used in connection with:

- Your actual or possible work placement
- Career guidance or management
- Your performance appraisals
- Our assessment of your ongoing performance and prospects
- Any test or assessment (including medical tests and assessments) that you might be required to undergo
- Our identification of your training needs
- Informing you of possible work opportunities, relevant candidates, or other events such as training or information sessions by direct mail/email/sms
- Any workplace rehabilitation
- Our management and resolution of any complaint, inquiry or investigation in which you are involved
- Any insurance claim or proposal that requires disclosure of your personal or sensitive information
- Undertaking criminal reference checks and other background checks, including credit checks for positions in New Zealand involving significant financial risk and otherwise as permitted by law
- For research, development, business systems and infrastructure testing, and other business purposes to assist us in providing our services to you
- Our direct marketing to you

Unless otherwise prohibited by law or our contractual obligations, we may disclose personal information if required to do so by law, court order, or as requested by a governmental or law enforcement authority, or in the good faith belief that disclosure is otherwise necessary or advisable. We may also periodically send you information about new products, special offers or other marketing communications which we think you may find interesting. You may always unsubscribe and opt out from receiving these messages by contacting us.

We do not sell, rent or trade your personal information to other third parties for other marketing purposes.

Our commitment to data security

We are committed to ensuring that your information is secure.

All information captured by Sentric Pty Ltd is stored securely. In order to prevent unauthorized access or disclosure at all times. We hold personal information in a combination of secure computer storage facilities and paper-based files and other records, and take such steps as reasonable to protect the personal information we hold from misuse, interference and loss, unauthorised access, modification or disclosure and we have put in place managerial procedures to safeguard and secure the information we collect and we will never provide to any unauthorised third parties.

From time to time we review whether we still need to retain your personal information. If it is no longer required for its purpose for which we originally collected it then we will delete your information from our database or ensure the information is de identified.

Disclosure

We may need to disclose some of your personal information to some of our service providers to enable them to provide services to us.

Our service providers are required to treat all such information in a manner consistent with this policy.

Sentric Pty Ltd Web Site

If you have created a profile with Sentric Pty Ltd via our website, you are able to review and edit your personal information at any time by logging into your account and reviewing your profile. You can delete your personal information or close your account by contacting the Privacy Officer. If you do choose to close your account with Sentric Pty Ltd, Sentric Pty Ltd may retain personal information from your account as and where required by law.

Please note that other websites or programs hosted or operated by Sentric Pty Ltd (on domain names other than via www.sentric.com.au) may contain specific privacy statements and disclosures which are specific to that website or program.

Access to your information

If you wish to access and/or correct any personal information we have gathered about you, or you have a privacy-related complaint or query, you can request this information by contacting: privacy@sentric.com.au

We will endeavor to respond to your request within seven days. However we are not required by the Privacy Act to give you access to your information in certain circumstances such as where your request for access is frivolous, vexatious or information relates to legal proceedings between us and yourself and would not be accessible by the process of court discovery in these proceedings.

In some circumstances we may ask you to pay reasonable out of pocket expenses, such as photocopy costs, associated with satisfying your request.

If we refuse to give you access to your information or to give access in its manner requested by you then we will give you a written notice that sets out:

- a. Our reason for refusal except to the extent that, having regard to the grounds for the refusal, it would be unreasonable to do so and;
- b. The mechanisms available to complain about the refusal; or
- c. Any other matter prescribed by the regulations of the Privacy Act.

If at any point in time you would like your saved data to be deleted from our system, please contact us and we will arrange to have your records deleted from our database.

Opting out of receiving direct marketing and promotional information from Sentric Pty Ltd and from Sentric Pty Ltd Sponsors

Sentric Pty Ltd works hard to provide our employees, contractors and customers with the best possible service at all times. From time to time, we will send out newsletters, promotional material updates and other useful information. We hope that you will find these items informative and useful. However, should you choose to not receive them in the future, you have the ability to unsubscribe from the mail database by following the Unsubscribe instructions at the bottom of each email.

Management of personal information

At Sentric Pty Ltd, we train our staff to respect the confidentiality of customer information and the privacy of individuals. Sentric Pty Ltd regard breaches of your privacy very seriously and any breach will result in disciplinary action being taken, dependent upon severity. Sentric Pty Ltd have appointed a Privacy Officer to ensure that our management of personal information is in accordance with this policy and the relevant Privacy Acts.

Enquiries & Complaints

You can make enquiries, requests to access/delete or correct your information, or make a complaint if they feel their personal information has been handled inappropriately by Sentric Pty Ltd or is in breach of Sentric Pty Ltd's privacy obligations under the Privacy Act.

In the first instance, complaints must be directed to Sentric Pty Ltd's Privacy Officer in writing. Sentric Pty Ltd will investigate the complaint and prepare a response to you in writing within a reasonable period of time.

If you are not satisfied with Sentric Pty Ltd's response or the manner in which Sentric Pty Ltd has dealt with the complaint, you have the option of making a complaint to the Office of the Australian Information Commissioner ("OAIC").

Changes to our Privacy notice

Sentric Pty Ltd may make changes to this policy from time to time, as we alter the way we use your information, or new features are added to our web site, legislation changes, or to improve the effectiveness of our operation..

Any updates and additions to our privacy policy will be available on our website. If you have any concerns or queries about Sentric Pty Ltd's Privacy Policy or would like more information, please contact privacy@sentric.com.au or via the Contact Us section of our website.