

# Privacy Statement

Global Skills is bound by the Privacy Act 1988 (Cth), which sets out a number of principles concerning the privacy of individuals.

Where we use the words 'we' or 'us' it means Global Skills.

The Privacy Act requires us to have procedures in place to cover the collection, use and disclosure of personal information we may hold about you. We have always believed that your privacy should be protected, this document will tell you:

- Why we collect information about you
- The parties to whom we may disclose your information
- What happens if you choose not to provide us with the required information, and
- How you can request access to the information we hold about you.

## Why does Global Skills collect information?

We collect information about you to help us provide employment services. The information we collect allows us to:

- Decide if we are the most appropriate service for you
- Implement any changes or amendments
- Administer and manage your progress
- Enable the transfer of your information, when appropriate, to another service
- Obtain funding for your program, and fulfill the reporting requirements of Services Australia, the Department of Education, Skills and Employment and the Department of Social Services.

## What if I choose not to provide you with the information requested?

We will only ever ask you for personal information for the reasons outlined above. If you do not provide us with the requested information, we may not be able to accept you as a client or provide on-going support if you are already a client.

## Who do I contact?

Please direct any enquiries in regard to your privacy to us by phoning Global Skills Jobseeker and Employer Information Line on (02) 4744 2004.

## Who will have access to my file?

No persons other than those listed will have access to your information. Unless written permission is first obtained from you.

- Yourself
- Personnel of Global Skills
- Persons as required for Quality Assurance purposes

**Important Note: All Client files are stored electronically. No client files are kept on site.**

## Will my information be disclosed to others?

We will only disclose to or collect information from those who you have agreed for us to. When appropriate, we may disclose your personal information to, or collect it from:

- Services Australia
- Department of Education, Skills and Employment
- Department of Social Services
- Jobactive Providers
- Disability Employment Service Providers
- Career Transition Assistance Providers
- Time to Work Employment Service Providers
- Past employment service providers
- Medical services or medical professionals
- Schools, TAFE, Training/Educational Providers
- Parents or a significant person in your life
- Office of the Public Guardian
- Employers for the purpose of securing and maintaining employment
- Past employers
- SafeWork NSW
- State Insurance Regulatory Authority (SIRA)
- icare (Insurance & Care NSW)
- Workers Compensation Insurers
- Parents/Guardians/Carers or Friends (with whom you live with)
- Police

## How else might my information be used?

Your personal information will be used to distribute 'Newsletters' and Client Surveys. If you do not wish to receive these please contact us.

## How do I request access to personal information you hold about me?

You can request access to the personal information by writing to us. We will make your information available within 14 working days and only upon your identity being verified. A representative of Global Skills will be present during the viewing of files to address any concerns you may have.

## How long is my information maintained?

After you exit Global Skills services your information will be archived and maintained for up to 7 years then destroyed.