

# PRIVACY POLICY RESOLVE RECRUIT

# RESOLVE

**REGROUP  
REBUILD  
REFRESH  
RESHAPE  
RESPECT  
RETHINK  
RESTART  
REVISIT  
REALIGN  
REGROUP  
REMODEL  
RESOLVE**

---

## PRIVACY POLICY

1

# RESOLVE



# PRIVACY POLICY

## Summary

- We are committed to your privacy and the protection of your personal information. We employ reasonable safeguards to protect your personal data.
- The personal information you provide is collected and retained solely for the purpose of offering recruitment and employment services to you.
- Your information is not shared with third parties, except as necessary to enhance our services or communicate with you. We do not trade or sell your data to third parties.
- You have the right to access your personal data or request its deletion at any time by contacting us at [hello@resolve-recruit.com.au](mailto:hello@resolve-recruit.com.au).

## 1. Resolve Recruit's Commitment to Privacy

- 1.1 In this policy:
  - a. "We", "Our" and "Us" means Resolve Recruit Pty Ltd (ABN 53 675 169 936).
  - b. "Personal information" has the definition given to this term in the *Privacy Act 1988* (Cth).
- 1.2 We are committed to protecting your privacy and take privacy seriously. This page informs our Privacy Policy regarding the collection, use and disclosure of personal information. This Privacy Policy will cover how we manage personal information and will ensure that information will not be used or shared other than what is outlined in this Privacy Policy.
- 1.3 The purpose of this Privacy Policy is to explain:
  - a. our commitment to privacy;
  - b. the application of this Privacy Policy;
  - c. why and how we collect personal information;
  - d. the type of information we may collect about you;
  - e. how we may use personal information;
  - f. how you can access your personal information;
  - g. the protection of your personal information; and
  - h. how to contact us regarding this Privacy Policy.

## 2. Application of this Privacy Policy

- 2.1 Our Privacy Policy applies to personal information collected by us in the course of your dealings with us and the provision of goods and services to you.
- 2.2 We constantly review our Privacy Policy and policies more broadly and update accordingly. Any revisions will be reflected in this Privacy Policy.

## 3. Why we collect personal information

- 3.1 We collect personal information directly from you through enquiries, as a necessary step to provide services to you, and for administrative and operational purposes.
- 3.2 We collect, hold, use and disclose your personal information to provide you with recruitment and employment services.
- 3.3 In part, the personal information collected is for the purpose of improving our products and services with you.



## 4. How we collect personal information

- 4.1 We collect your personal information when you directly provide it to us, such as when you subscribe to our database, make an enquiry, submit a job application through our website, correspond with us via telephone or email, attend an interview, or engage in any transaction with us in the provision of services.
- 4.2 We may also collect data that monitors your activity on our website, including, but not limited to, visitor counts and visit frequency.
- 4.3 We may obtain your personal information from third-party sources, such as information service providers, your current or former employer, or public records, including but not limited to LinkedIn or Facebook.
- 4.4 In certain circumstances, we may request proof of identification, such as copies of your passport, visa, driver's license, security clearance, and we will only do so in the course of providing our services to you
- 4.5 We may also under certain circumstances request proof of identification from you including copies of your passport, visa, driver's license, security clearance and will only do so when providing our services to you.
- 4.6 Personal information can also be collected indirectly when:
  - a. You are referred or recommended by someone; or
  - b. You opt-in for email communications.
- 4.7 Wherever it is lawful and practicable, you have the option to remain anonymous when engaging in transactions with us.
- 4.8 We use Applicant Tracking System and Customer Relationship Management software to manage candidate data and client interactions efficiently. Your personal information, including resumes, contact details, and application history, is securely stored and accessed only by authorised Resolve Recruit staff.

## 5. Type of personal information we collect

- 5.1 We collect personal information based on your interactions with us, necessary to provide recruitment and employment services.
- 5.2 For **candidates**, we may collect personal information including, but not limited to:
  - a. name;
  - b. address(es);
  - c. phone number(s);
  - d. e-mail address(es);
  - e. date of birth;
  - f. gender;
  - g. security clearance details;
  - h. references (with your prior consent);
  - i. workplace incidents;
  - j. vaccination status;
  - k. eligibility to work in Australia;
  - l. medical tests or criminal history checks (with your prior consent);
  - m. other information you voluntarily provide; and
  - n. information from enquiries you have made or information about your potential or actual work placements.
- 5.3 For **employers**, we may collect personal information including, but not limited to:
  - a. name;
  - b. address(es);
  - c. company phone number(s);
  - d. company e-mail address(es);
  - e. job descriptions;
  - f. conversation logs;
  - g. recruitment assignment proposals;
  - h. billing details and records;
  - i. other information you voluntarily provide; and
  - j. information from enquiries you have made or information about the services we have provided.
- 5.4 For **referees**, we may collect personal information including, but not limited to:
  - a. name;
  - b. employment experience and relation to the candidate;
  - c. company phone number(s);



- d. company e-mail address(es);
- e. conversation logs;
- f. other information you voluntarily provide; and
- g. information obtained through written or verbal references provided by you.

## 6. How we use personal information

- 6.1 We may use your personal information for purposes in relation to the provision of services to you as a customer, or as a subscriber or enquirer. We do not sell or trade your data to third parties.
- 6.2 We may disclose your personal information to third parties in undertaking this provision, which may include but is not limited to:
  - a. the provision of services to you;
  - b. for processing and administration of transactions to facilitate this provision;
  - c. to enable improvement to our products and service with customers;
  - d. to provide technical and operational support to you;
  - e. if permitted or required by law; or
  - f. otherwise with your consent.
- 6.3 We will not disclose your personal information outside Australia.

## 7. Accessing your personal information

- 7.1 We will take all realistic and feasible measures to ensure that personal information we collect or disclose is true and absolute.
- 7.2 You may request access to personal information held about you following enquiry. We will provide you with a copy of this personal information in accordance with our obligations under the *Privacy Act 1988* (Cth).
- 7.3 We welcome comment about privacy issues and will actively respond to and investigate any objection to the way we manage your personal information. You have the right to request that we amend or delete your personal information. We will respond to such a request within 30 days.

## 8. Protection of your personal information

- 8.1 We will take all realistic and feasible measures to ensure that personal information we collect is protected from misuse or loss, and unauthorised access, modification or disclosure.
- 8.2 We may store personal information, but ensure reasonable measures are taken to protect it electronically in secure computer facilities and paper-based files in appropriate security containers.
- 8.3 We take reasonable and practicable measures to dispose of and destroy personal information when it is no longer required. We notify you if a notifiable data breach has occurred, in accordance with our obligations in the *Privacy Amendment (Notifiable Data Breaches) Act 2017* (Cth).

## 9. Updates to this privacy policy

- 9.1 If our information handling practices change, we will publish updates to this Privacy Policy on our website.



## 10. Contacting us

10.1 You have the right to make enquiries or raise complaints regarding privacy with us.

10.2 You can contact us regarding this Privacy Policy, access your personal information or make objection by contacting us at the following:

a. Mail:

Resolve Recruit

PO Box 4524

Kingston ACT 2604

b. E-mail:

[hello@resolve-recruit.com.au](mailto:hello@resolve-recruit.com.au)

This Privacy Policy outlines how Resolve Recruit collects, uses, and discloses information from users of our website and services. It is intended for general informational purposes only. We make no guarantees regarding the completeness, accuracy, or reliability of the information provided. This policy does not cover external entities not owned or managed by us, nor third-party platforms linked from our website.

We reserve the right to modify this Privacy Policy at any time, with changes effective upon posting. Continued use of our services after updates signifies acceptance of the revised policy.

For updates, we will notify you via email or a prominent notice on our website. By using our services, you acknowledge and agree to this Privacy Policy.

For questions or concerns about our privacy practices, please contact us directly.

Liability limited by a scheme approved under Professional Standards Legislation.

# RESOLVE