



SKILL CITY RECRUITMENTS

PRIVACY POLICIES

Official Paperwork for Better User experience

Privacy Policy

Skill City Facility Solutions

1. Introduction

Skill City Facility Solutions is committed to protecting your privacy and handling your personal information responsibly. This Privacy Policy explains how we collect, use, disclose, and protect your personal information in accordance with the Australian Privacy Principles.

2. About Us

Skill City Facility Solutions is an Australian business specializing in empowering regional Australia with tailored business solutions. We provide:

- Permanent job placements
- Part-time employment opportunities
- Internships
- Job Ready Programs
- Recruitment services for employers

Contact Information:

- Our headquarters are located in Melbourne, Victoria, where we maintain our primary operations center at 4A Haughton Road, Oakleigh, VIC, 3166, Australia.
- You can reach us by telephone at 039 034 6492 for immediate assistance with any employment-related inquiries.
- For comprehensive information about our services and online applications, please visit our website at <https://skillcityfacilitiesolutions.com.au/>.
- Additional contact methods including email addresses will be provided upon request or can be found on our website contact page.

3. Information We Collect

3.1 Personal Information from Job Seekers

We may collect the following personal information:

Identity Information:

- Full name, date of birth, gender
- Contact details (address, phone, email)
- Emergency contact information
- Identification documents (driver's license, passport)

Employment Information:

- Employment history and references
- Skills, qualifications, and certifications
- Resume and cover letter
- Interview notes and assessments
- Availability and work preferences
- Salary expectations

Financial Information:

- Bank account details (for payroll purposes)
- Tax file number and superannuation details
- Workers' compensation information

Background Information:

- Criminal history checks (where legally required)
- Medical information (where relevant to job requirements)
- Working with children checks (where applicable)

3.2 Information from Employers/Clients

- Business contact information
- Job requirements and specifications
- Company policies and procedures
- Feedback on placed candidates

3.3 Website Information

- IP address and browser information
- Website usage data and cookies
- Form submissions and inquiries
- Online application data

4. How We Collect Information

We collect personal information through:

- Online application forms and job portals
- Face-to-face interviews and assessments
- Phone conversations and consultations
- Email correspondence
- Reference checks with previous employers
- Third-party recruitment platforms
- Background check providers

- Training and assessment sessions

5. Why We Collect and Use Your Information

5.1 Primary Purposes

We collect and use your personal information to:

- Match you with suitable employment opportunities
- Provide recruitment and placement services
- Conduct skills assessments and training programs
- Verify your identity, qualifications, and work eligibility
- Communicate about job opportunities and services
- Manage our client relationships
- Comply with legal and regulatory requirements

5.2 Secondary Purposes

We may also use your information for:

- Improving our services and programs
- Market research and analysis
- Internal training and quality assurance
- Marketing communications (with your consent)
- Statistical reporting (in de-identified form)

6. Disclosure of Personal Information

6.1 When We Share Information

We may disclose your personal information to:

Employers and Clients:

- Potential employers for job matching purposes
- Current employers for ongoing employment matters
- Clients requiring our recruitment services

Service Providers:

- Background check agencies
- Skills assessment providers
- Training organizations
- IT service providers and data storage companies
- Legal and professional advisors

Government Agencies:

- Centrelink and Department of Social Services
- Australian Taxation Office
- WorkSafe authorities
- Immigration authorities (for visa verification)

Other Third Parties:

- Professional reference contacts
- Emergency contacts (in case of workplace incidents)
- Insurance providers (for workers' compensation)

6.2 Overseas Disclosure

We do not routinely disclose personal information overseas. If overseas disclosure becomes necessary, we will:

- Obtain your consent where required
- Ensure adequate privacy protection
- Comply with APP 8 requirements

7. Data Security and Storage**7.1 Security Measures**

We protect your personal information through:

- Secure password-protected systems
- Encrypted data transmission and storage
- Limited access on a need-to-know basis
- Regular security audits and updates
- Staff training on privacy and security

7.2 Data Retention

We retain your personal information for:

- Active job seekers: Duration of engagement plus 7 years
- Placed candidates: Duration of employment plus 7 years
- Unsuccessful applications: 2 years from application date
- Training records: As required by relevant regulations

8. Your Privacy Rights

Under the Privacy Act 1988, you have the right to:

8.1 Access Your Information

- Request access to your personal information
- Obtain copies of your records (fees may apply)
- Receive information about how we use your data

8.2 Correct Your Information

- Request correction of inaccurate or incomplete information
- Update your contact details and preferences
- Add missing information to your records

8.3 Restrict or Object to Processing

- Withdraw consent for marketing communications
- Request restriction of certain processing activities
- Object to processing in specific circumstances

9. Website Privacy and Cookies

9.1 Website Information

Our website may collect:

- Technical information (IP address, browser type)
- Usage statistics and analytics
- Form submission data
- Cookie and tracking information

9.2 Cookies

We use cookies to:

- Improve website functionality
- Analyze website usage
- Remember your preferences
- Provide personalized content

You can control cookie settings through your browser preferences.

10. Marketing Communications

10.1 Consent

We will only send you marketing communications with your consent. This includes:

- Job opportunity notifications
- Training program information
- Company updates and newsletters
- Industry insights and resources

10.2 Opt-Out

You can unsubscribe from marketing communications at any time by:

- Clicking the unsubscribe link in emails
- Contacting us directly
- Updating your preferences online

11. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of these external sites. We encourage you to review their privacy policies before providing any personal information.

12. Privacy Complaints

12.1 Internal Complaints Process

If you have concerns about our privacy practices:

1. **Contact our Privacy Officer:**
 - Email: [Insert Privacy Officer Email]
 - Phone: [Insert Phone Number]
 - Address: [Insert Address]
2. **We will investigate and respond within 30 days**
3. **Provide a written response with our findings**

12.2 External Complaints

If you're not satisfied with our response, you can contact:

- Office of the Australian Information Commissioner (OAIC)
- Phone: 1300 363 992
- Website: www.oaic.gov.au
- Email: enquiries@oaic.gov.au

13. Changes to This Policy

We may update this Privacy Policy periodically to reflect:

- Changes in privacy laws
- Updates to our business practices
- Improvements to our services
- Feedback from stakeholders

Updated versions will be posted on our website with the revision date. Significant changes will be communicated directly to affected individuals.

14. Contact Information

Privacy Officer: For all privacy-related inquiries and concerns, our Privacy Officer can be contacted at our Melbourne office located at 4A Haughton Road, Oakleigh, VIC, 3166, Australia. You may reach our Privacy Officer by calling 039 034 6492 during business hours. Written correspondence regarding privacy matters can be sent to our physical address, and we encourage you to clearly mark such correspondence as "Privacy Inquiry" to ensure prompt handling.

General Inquiries: For general business inquiries, employment opportunities, or information about our recruitment services, please contact our main office in Melbourne, Victoria.

Business address : 4A Haughton Road, Oakleigh, VIC, 3166, Australia,

Contact number : 039 034 6492



