

# Glow Healthcare Privacy Statement

The Glow Healthcare Agency(GHA) provides healthcare recruitment and quality healthcare agency service.

## Your Privacy

The Australian Government introduced legislation that came into force on 21st December 2001 and new amendments commenced on the 12th March 2014, to further protect the privacy of individuals. This legislation comprises 13 Australian Privacy Principles that apply to private sector organisations. You can find out more about these principles by calling the Office of the Australian Information Commissioner (OAIC) on 1300 363 992 or through their web site at [www.oaic.gov.au/privacy](http://www.oaic.gov.au/privacy)

GHA respects and upholds your rights to privacy protection under the Australian Privacy Principles in regulating how we collect, use, disclose and hold your personal information. We have a detailed policy and set of procedures to ensure that only staff authorised, have access to your personal information and this remains confidential and is only used for appropriate purposes and in accordance with this policy.

### Why we collect your personal information

We primarily collect information about you when you make an inquiry or application regarding placement for work. We hold this personal information for our placement operations, recruitment, staff management, education and training, client and business relationship and benefits management.

We may use your personal information to send you information on GHA. If we send you information or direct marketing communication we will provide you with a simple way to opt out of receiving similar communications in the future. You can also let us know that you do not wish to receive any further mail by phoning 614 1181 9992.

### How we collect your personal information

We collect your personal information when you provide it to GHA in a number of ways including:

- Through a telephone call or email inquiry to GHA
- Participating at conferences or an information event
- Candidate information submitted and obtained from the candidate and other sources in connection with applications for work
- Reference information
- Work performance information
- Information about incidents in the workplace
- Staff information

### How we keep your personal information secure

If you provide us with your personal information, it is securely stored in our data base which is accessed by authorised staff at GHA. Our computer system is kept secure by our internal network using Domain authentication. Each user has security level access. In addition our external access to email and the internet is protected by a Virtual Private Network or VPN and a Firewall/Router. Some of your personal information may be held on portable devices such as mobile phones, laptop computers or in diaries operated and held by our staff. Hard copies of your personal information is stored safe and secured.

### Disclosure

We may disclose your personal information for the purposes for which it is primarily held or for a related secondary purpose. In some cases we may only disclose information with your consent. We may disclose your personal information where we are under a legal duty to do so, including circumstances where we are under a lawful duty of care to disclose information. We may contract out some of our services from time to time. Our contractors are also bound by the Australian Privacy Principles to keep your personal information confidential. GHA will not provide your personal information to any overseas organisation without first asking your permission.

### Visiting our website

When you visit our website you can browse at your leisure. GHA does not use 'cookies' to track your movements through its website. We only record your email address if you send us a message and your email address will not be used for any other purpose without your consent and will not be passed on to any other organisation.

GHA website contains links to other sites of interest. GHA does not control and is not responsible for the content or privacy practices of those websites. Please check the Privacy Statements on other websites before you provide your personal information to them.

By using the GHA internet site, you agree that the internet is inherently insecure and accordingly, GHA cannot provide any definitive assurance regarding security or personal information. GHA will not be liable in any way in relation to any breach of security or any unintended loss or disclosure of that information. GHA may, without notice, amend or modify its Privacy Policy by posting the amended Privacy Policy to the GHA website.

### Access

If you have complaints, questions or concerns about our privacy policy please contact our Privacy Officer by telephoning 614 1181 9992 or by emailing [info@glow.healthcare](mailto:info@glow.healthcare).

Subject to some exceptions that are set out in the Australian Privacy Principles, you can access the personal information about you that we hold. We do refuse access if it would interfere with the privacy rights of other persons or if it would breach any confidentiality that attaches to that information. We will endeavour to give you access within two weeks. In order to maintain the confidentiality of your personal information, we will ask that you come to the closest office and bring with you specific identification before we give you access. If the information that we hold on you is incorrect or not up to date, we will update it as soon as possible after you have shown us how and why it is incorrect. We might impose a moderate charge in providing access. Our