

## **Privacy Policy**

### **Your privacy is important to SwingShift Nurses**

This statement outlines the SwingShift Nurses (SwingShift) policy on how we manage the personal information we hold about our staff and others. It applies to all operations within Victorian Nurse Specialists Pty Limited, including visitors to our website.

It is the policy of SwingShift to respect the confidentiality of information and the privacy of individuals. SwingShift is bound by the National Privacy Principles contained in the Privacy Act 1988 (as amended) in Australia.

The SwingShift Privacy Policy will be reviewed from time to time to take account of new laws and technology, changes to our operations and practices and to make sure it remains appropriate to the changing environment. Any information we hold will be governed by the most current version of the SwingShift Privacy Policy.

We will use our best efforts to ensure that the information you submit to us remains private, and is used only for the purpose you agree to. This document reflects our commitment to you.

#### **The SwingShift Privacy Policy is Based on Openness**

We are committed to being open about how we use personal information. Where our documents ask for personal information, we will generally state the purpose for its use and to whom it may be disclosed.

### **Types of Personal Information held by SwingShift**

Personal information that we collect and hold usually falls into the following categories:

- Personal information submitted and obtained from each person seeking employment and other sources in connection with applications for work
- Work performance information
- Information about incidents in the workplace
- Staff information
- Information submitted and obtained in relation to absences from work due to leave, illness or other causes
- Information obtained to assist in managing client and business relationships

## **General Information Collected from Visitors to Our Website**

In general, we gather information about all our website users collectively, such as what areas users visit more frequently and what services users access the most.

We only use such data anonymously and in the aggregate. This information helps us determine what is most beneficial for our users, and how we can continually create a better overall website experience for you.

In some instances we may need specific information about you such as name, address, email address, telephone number, etc. We will collect this information if you apply for work or enrol for work via our website, for example. We may also ask you for other information such as the types of work you are interested in and your workplace concerns in order to provide you with the best possible service.

## **Purposes for which we hold personal information**

We primarily hold personal information for the following:

- Placement operations to assist in securing you suitable placements in suitable healthcare facilities
- Staff management to enable our allocations officers to better service your placement requirements
- Training to identify any upskilling opportunities
- Client and business relationship management to ensure we are familiar with and fully understand your needs
- Marketing to inform you of events, services, etc.

## **Sensitive Information**

Sensitive information is a special category of personal information under the Australian Privacy Act 1988. It is information or opinion about you, including membership of a professional association or membership of a union; criminal record; health or disability, etc.

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

## **Disclosures**

We may disclose your personal information for the purposes for which it is primarily held or for a related secondary purpose, and in some cases we may only disclose information with your consent.

We do not disclose information about your personal information that you provide, such as your name, address, email address, telephone number, etc., to any outside parties, except when we believe we are under a lawful duty of care to do so.

## **Management of Personal Information**

At SwingShift, we train our staff to respect the confidentiality of customer information and the privacy of individuals. SwingShift regards breaches of your privacy very seriously and any breach will result in disciplinary action being taken, dependent upon severity.

## **How Do We Store Personal Information?**

Safeguarding the privacy of your information is important to us, whether you interact with us personally, by phone, mail, over the Internet, or via other electronic mediums. We hold personal information in a combination of secure computer storage facilities and paper-based files and other records, and take steps to protect the personal information we hold from misuse, loss, unauthorised access, modification, or disclosure.

We may need to maintain records for a significant period of time. However, when we consider information is no longer needed, we will remove any details that will identify you, securely destroying the records.

## **How Do We Keep Personal Information Accurate and Up to Date?**

SwingShift endeavours to ensure that the personal information it holds is accurate and up to date. We realise that information changes frequently with changes of address and other personal circumstances. We generally update your customer information over the telephone. Please advise us when your personal details change.

## **Inquiries and Complaints**

You can make further inquiries or complaints about our privacy policy to:

Telephone +61 3 9481 7222

Email [zale@swingshift.com.au](mailto:zale@swingshift.com.au)

## **Access**

Subject to some exceptions that are set out in the Australian National Privacy Principles, you can gain access to the personal information that we hold about you.

We do refuse access if it would interfere with the privacy rights of other persons or if it breaches any confidentiality that attaches to that information.

To make a request to access your personal information, you will need to complete an application form verifying your identity and specifying what information you require. Please contact [zale@swingshift.com.au](mailto:zale@swingshift.com.au) for an application form.

We will impose a moderate charge in providing access. You should also anticipate that it may take a little time to process your application for access, as there may be a need to retrieve information from storage and review information in order to determine what information may be provided.

## **Feedback**

SwingShift has several areas on our website where you can submit feedback. Any feedback that is submitted through this area becomes the property of SwingShift. We may use this feedback, such as success stories or responses to surveys, for marketing purposes or to contact you for further feedback on the site.

## **Changes to our Privacy Policy**

If we make any changes to our Privacy Policy, we will post these changes on our website so that you will always know what information we gather, how we might

use that information, and whether we will disclose it to anyone. If, at any time, you have questions or concerns about our commitment to your privacy, please feel free to email [zale@swingshift.com.au](mailto:zale@swingshift.com.au)