



DIAL-UP HOSPITALITY SERVICES AGENCY (DUHSA) PRIVACY POLICY

DUHSA is strongly committed to protecting your privacy and complying with your choices. Both personal and non-personal information collected is safeguarded according to the highest privacy and data protection standards as per Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Privacy Act) and the Privacy Amendment (Enhancing Privacy Protection) Act 2012. DUHSA is committed to ensuring the privacy of your personal information. We have a robust and effective data protection program in place which complies with existing laws and abides by the data protection principles.

The Coronavirus (COVID-19)

All measures that are being taken to mitigate the spread of coronavirus. Both h employers and employees are requested to follow and observe the rules and guideline as stipulated by NSW health in order to sustain a healthy and safe workplace.

It's important that everybody takes responsibility and cautionary measures to ensure personal health and that of others to limit the spread of the virus.

General hygiene rules:

- Maintain social distancing
- Wash hands
- Carry out hand sanitisation
- Wear a mask if using public transport

You will not be allowed to work if:

- If you have cold symptoms, such as cough/sneezing/fever, or feel poorly you will not be deployed
- If you have a positive COVID-19 diagnosis, you can only be allowed to work if you have fully recovered have a medical clearance from a doctor
- If you have been in close contact with someone infected by COVID-19, with high chances of being infected yourself

Safe work Australia to COVID-19

<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces>

Our Commitment

- Your information will not be shared, rented or sold to any third party.
- We use state-of-the-art security measures to protect your information from unauthorized users.
- We give you the possibility to control the information that you share with us
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1. Personal information

DUHSA is committed to processing data in accordance with the Privacy Act. Because we are a service provider, it sometimes becomes necessary for us to collect and manage personal information as an Agency and as outlined below.

Section 6 of the APP permits the collection and disclosures of personal data and information is necessary in order for the entity to take appropriate action in relation with the operations of the company. Collection of personal data/information involves:

- a. processed lawfully, fairly and in a transparent manner in relation to individuals;
- b. collected for specified, explicit and legitimate purposes and not use information in a manner that is incompatible with those purposes. Further processing/use for archiving purposes are not considered to be incompatible with the initial purposes;
- c. adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- d. kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data is processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest.
- e. processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing/use against accidental loss, destruction or damage, using appropriate technical or organisational measures.

2. Usage and Purposes

When you register to our website, you are asked to provide your contact information, including a valid email address. We use this information to send you updates about DUHSA and information about our services. When you are employed by us, we ask for your credit card number and billing address. We use this information only for payment.

The purposes for which personal information is collected, held, used and disclosed allows for the proper performance of our functions and activities as an employment agency is likely to be undermined by whether you are:

- a Work seeker;
- a Client;
- a Referee.

We use your personal information for the following purposes:

- To provide you information that will allow you to use our services
To automatically verify and validate information contained within documents for its authenticity

2.1 Work seekers

The type of information collected and held about Work seekers is information that is necessary to assess amenability to work offers and work availability; suitability for placements; or to manage the performance in work obtained through us and includes:



- general contact and identification details (e.g. name, address, email address and phone number);
- information about education/training and work history, qualifications and skills;
- References and recommendations from previous employers' information about your work rights and your eligibility to work within Australia which may include details, copies or presentation of the originals of any applicable visa, passport, birth or citizenship certificate, or other relevant documentation;
- sensitive information (e.g. information about your health, medical history or specific condition, criminal record, professional memberships etc.), which will only be collected with your consent;
- Proof of identity
- Tax file number and relevant bank and superannuation account information necessary to facilitate the payment of wages and superannuation contributions; and to ensure appropriate taxation adherence;
- driver's licence and relevant information about your driving history or infringements and any other applicable licences and certificates; and
- other information relevant in the circumstances.

2.2 Clients

Information collected and held about Clients is information will be that which is necessary to help us manage the presentation and delivery of our services and includes:

- general contact and identification details (e.g. name, address, email address and phone number);
- details of the nature of your business and services offered
- Reviews about company operations
- References from past workers about your company

2.3 Referees

The type of information that is collected and held about Referees is information that is necessary to help determine the suitability of Work seekers for particular jobs or particular types of work and includes:

- general contact and identification details (e.g. name, address, email address and phone number);
- details of your current and past employment to determine your position as a referee
- your opinion of prospective of potential and/or successfully placed candidates

3. Our Responsibility

To ensure that the information is reasonably necessary for our functions or activities as a an employment agency and on-hire Firm;

Check information is current, complete, accurate and relevant. This will sometimes mean that we have to cross check the information that we collect from you with third parties; Information is held in our Information Record System.

Subject to some exceptions, we permit you to access your personal information in accordance with APP:12 of the (APPs).



Personal information is destroyed or de-identified when it is no longer needed for any purpose for which it may be used or disclosed provided that it is lawful for us to do so. We do not destroy or de-identify information that is contained in a Commonwealth Record.

4. Consent

When you provide your personal information, you consent that it can be used for the above purposes and that DUHSA is an authorized holder of such information.

If you choose not to register or provide personal information, you can still use our website but you will not be able to receive additional services or access certain areas that require registration.

When you activate your account, you are providing your consent to receive information from us.

To unsubscribe from further communications and receiving information from us a, you may contact us by email or unsubscribe by ticking the box at the bottom of this web page.

5. Photos & Images

We request to provide DUHSA with a portrait of yourself for identification purposes that you supply photographs, scan photo ID, or capture and retain video image data of you in cases where simply sighting photographs or proof of identity documents would be not be sufficient in the circumstances. In the event we retain photos or images of you for use in the recruitment process, they will be retained unless requested, they will be destroyed.

6. Electronic Transactions

Personal information is also collected via online forms or by email, for example when individuals:

- ask to be on an email list such as a job notification list;
- register as a site user to access facilities on our site such as a job notification board;
- make a written online enquiry or email us through our website;
- submit a resume by email or through our website;
- register as a site user to use our online timesheet and payroll portal
- It is important that you understand that there are risks associated with use of the Internet and you should take all appropriate steps to protect your personal information. It might help you to look at the OAIC's resource on Internet Communications and other Technologies. <https://www.oaic.gov.au/individuals/faqs-for-individuals/social-media-ict-identity-security/>

7. Information Security

DUHSA is strongly committed to protecting information and all effort is made to protect personal information from: misuse, interference and loss; and unauthorised access, modification or disclosure. All sensitive data is stored securely behind multiple firewalls on secure servers with restricted employee access.

Our Information Record System is a recruitment system that stores data electronically. Information is stored on a server in a secure data and any physical records of your information are securely stored on DUHSA premises. Personal information is held until it is no longer



needed for any purpose for which it may be used or disclosed at which time it will be de-identified or destroyed provided that it is lawful for us to do so.

7. Disclosures and Information Sharing

In very rare instances **DUHSA** may disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on **DUHSA** or the site; (b) protect and defend the rights or property of **DUHSA** and its family of websites and properties; and (c) act in urgent circumstances to protect the personal safety of users of **DUHSA**, its websites, or the public.

We may disclose your personal information for any of the purposes for which it is primarily held or for a lawful related purpose.

We may disclose your personal information where we are under a legal duty to do so. Disclosure will usually be:

- internally and to our related entities
- to our Clients
- to Referees for suitability and screening purposes.

7.1 Related Purpose Disclosures

Information can be made available to partners and employer clients. Service partners include:

- Software solutions providers;
- Legal and other professional advisors;
- Insurance brokers, loss assessors and underwriters;
- Superannuation fund managers;
- Background checking and screening agents;
- Providers of our online timesheet and payroll porta

We take reasonable steps to ensure that terms of service with our clients recognise that we are bound by obligations to protect the privacy of your personal information and that they will not do anything that would cause us to breach those obligations.

8. Access to your information

You are entitled to review the personal information you have provided us and ensure that it is accurate and current at all times. To review or update this information simply enter password] and edit or delete the content information.

9. Retention of information

We retain information as long as it is necessary to provide the services requested by you and others, subject to any legal obligations to further retain such information. Information associated with your account will generally be kept until it is no longer necessary to provide the services or until you ask us to delete it or your account is deleted whichever comes first. Additionally, we may retain information from deleted accounts to comply with the law, prevent fraud, resolve disputes, troubleshoot problems, assist with investigations, enforce the Terms of Use, and take other actions permitted by law.

10. Complaints and Complaints Procedure



If for some reason you believe **DUHSA** has not adhered to these principles, please notify us and we will do our best to promptly make corrections.

You have a right to complain about our handling of your personal information if you believe that we have interfered with your privacy.

If you are making a complaint about our handling of your personal information, it should first be made to us in writing.

You can make complaints about our handling of your personal information to our company director

You can also make complaints to the Office of the Australian Information Commissioner

11. How to opt-out

We provide users with the opportunity to opt-out from receiving updates on our products, newsletters and other communications from us. You can opt-out by clicking on the link provided in our electronic mailings or by contacting us at the address at the bottom of this page.

12. Does [UHSA privacy policy apply to linked websites?

Our Privacy Policy applies solely to information collected on our website or through **DUHSA**. The Site contains links to web sites of third parties. **DUHSA** is not responsible for the actions of these third parties, including their privacy practices and any content posted on their web sites. We encourage you to review their privacy policies to learn more about what, why and how they collect and use personal information. **DUHSA** adheres to industry recognized standards to secure any personal information in our possession, and to secure it from unauthorized access and tampering.

However, as is true with all online actions, it is possible that third parties may unlawfully intercept transmissions of personal information, or other users of the Site may misuse or abuse your personal information that they may collect from the Site.

13. Changes to this policy

If we make changes to our Privacy Policy, we will post these changes here so that you are always aware of what information we collect, how we use it and under what circumstances, if any, we disclose it. If at any point we decide to use your information in a manner different from that stated at the time it was collected, we will notify you by email.

14. Questions or comments

If you have questions or comments about this privacy policy, please email us or write us at:

Po Box 233, Shellharbour City Centre

Shellharbour

NSW, 2529

Email: info@duhsa.com.au

For information please visit our contact page.

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15 July 2019

Unsubscribe

