

Privacy Policy

Makesure Consulting

Unit 5 26-36 High Street

Northcote

Last Update: Thursday, 03 October 2019



5/26-36 High Street Northcote Victoria 3070



makesure.com.au

1300 CHECKED

Table of Contents

1.	The kind of personal information we collect and hold.....	2
2.	How we collect your personal information.....	2
3.	Why do we need this information?.....	3
4.	When will my personal information be used and disclosed?.....	3
5.	We de-identify all personal and sensitive information within 12 months of collection..	3
6.	Access to and correction of your personal information.....	3
7.	How will we keep my information safe?.....	3
8.	Overseas recipients.....	4
9.	Contacting us and Making a Complaint.....	4



Makesure Consulting Pty Ltd (ABN 35 168 163 666) (“we,” “us”) is bound by the *Privacy Act 1988* (Cth) (“Privacy Act”) and takes its privacy obligations very seriously. We comply with the Australian Privacy Principles and the Notifiable Data Breaches scheme contained in the Privacy Act. This policy sets out how we manage your personal information and applies to all individuals who have dealings with us, either through this website or otherwise.

We operate two businesses, MakeSure and Ratify, and this privacy policy applies to both businesses.

Personal information is information or an opinion (whether true or not) about an identified individual (or an individual who is reasonably identifiable) whether the information or opinion is recorded in a material form or not.

1. The kind of personal information we collect and hold

We collect personal information where it is reasonably necessary for our functions or activities, such as delivering software and services provided on this website.

We collect and hold the following personal information:

- name and contact details;
- details relating to current and past work history;
- academic details;
- names and contact details of referees;
- credit card or other payment details;
- passport number, license numbers and other identification documentation;
- information from enquiries you have made;
- communications between us;
- gender information; and
- results of the following tests:
 - police check (in Australia and internationally);
 - publicly available credit check (bankruptcy/debt);
 - identification (politically exposed persons);
 - right to work (in Australia and New Zealand);
 - operator high risk licences check;
 - drivers license validation demerit point or full history check;
 - working with children check;
 - medical check;
 - online and verbal reference check;
 - online assessments;
 - personality or cognitive assessments;
 - social media check;
 - employment confirmations; and
 - exit interviews.

2. How we collect your personal information

We collect personal information about you in a variety of ways and depending on whether you are a user of MakeSure or Ratify, including:

- when you interact with us electronically, via the phone or in person;
 - when you access our website, register as a user or interact with our software;
 - when we provide services to you;
 - when your prospective or current employer or contracting party gives us your details so that we may provide our services;
 - when we conduct checks listed above;
 - when we search public registers; and
-

- through “cookies” that collect information about your use of our website.

3. Why do we need this information?

We use your personal information to provide our services to you and others and to grant you access to the software.

4. When will my personal information be used and disclosed?

We may disclose your personal information to:

- your prospective or current employer or other third party that has requested or required you to complete or obtain an induction program, course, training program, qualification, licence, document, policy, security check, medical check or other check or program (**Component**);
- to public registers, government agencies or referees for the purposes of conducting background, police or reference checks; and
- to our business partners, contractors, suppliers and vendors who assist us in the provision of services to you or on your behalf.

We may use your personal information in connection with:

- any Component, test, assessment, check or history request by or of you with your consent or that you might be required to undergo;
- the management of business risks;
- the investigation, resolution and defense of complaints and legal claims;
- compliance with court orders and other legal obligations and regulatory requirements; and
- any insurance claim or proposal that requires disclosure of your personal information.

5. We de-identify all personal and sensitive information within 12 months of collection.

6. Access to and correction of your personal information

You may ask to access the personal information we hold about you and we will respond to your request within a reasonable time.

We will give you access to that personal information unless we are entitled to refuse under the Privacy Act, in which case we will provide you with a written notice setting out, among other things, the reasons for the refusal.

You may ask us to amend the information if it is not accurate, complete or up to date and we will respond to your request within a reasonable time. If we refuse to amend the information:

- we will provide you with a written notice setting out, among other things, the reasons for that refusal; and
- you may ask us to attach a note to the information indicating that you think it is inaccurate, incomplete or out of date and we will respond to that request within a reasonable time.

If you wish to exercise your rights of access and correction, please contact us using the details provided below. In some cases, we may impose a moderate charge for providing access to personal information. We will not charge you simply because you lodge a request for access.

7. How will we keep my information safe?

Your information will be stored on a secure database which has restricted access to only those personnel that need to have access to this information. Access to our computer environment is

through a secure login environment and all efforts have been made to ensure that it cannot be accessed by unauthorised personnel.

At any time at your request, we will destroy your personal information. We will do this for any lawful request. As part of our services we will only keep any checked information for a period of three months and it will then be destroyed.

Forms submitted to carry out checks are audited by some of our suppliers and these will be conducted in line with the policies of those supplies (e.g. ACIC). Any payment details such as credit card details will be destroyed securely upon a successful transaction.

Sensitive Information

We only collect sensitive information about you where that information is reasonably necessary for us to carry on our functions or activities and you have consented or where we are required or permitted by law to do so.

Sensitive information includes personal information about an individual's racial or ethnic origin, political opinions, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices and criminal record and also health and genetic information about an individual.

We only collect the following types of sensitive information with your written consent:

- health and medical information; and
- criminal record.

8. Overseas recipients

We may disclose your information to overseas recipients for specific purposes, for example, to conduct international police history checks or when our services are located overseas. In such situations, it is not practicable for us to list the countries in which those recipients are based.

The developers (Next Logic) who service our website and may have access to personal information are based in Romania. We have taken reasonable steps to ensure that Next Logic does not breach the Australian Privacy Principles.

Otherwise, we are not likely to disclose your personal information to overseas recipients.

9. Contacting us and Making a Complaint

Naturally, it is in our interest to protect your privacy. If at any time you have any questions regarding this privacy policy or our management of your personal information, you can contact us on 1300 245 235.

If you have any complaints about our privacy practices or a breach of the Australian Privacy Principles or a registered APP code that binds us, please feel free to send in details of your complaint. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

July 2019
