

# Recruitment & Consulting Services Association Limited – Privacy Policy

*Updated May 2016*

This Privacy Policy relates to how the Recruitment & Consulting Services Association Limited (“RCSA”, “our”, “us” or “we”) ACN 078 606 416 / NZBN 9429038043338 collects and handles personal information in accordance with the Australian Privacy Principles (APPs) and the New Zealand Privacy Act 1993. This Policy does not cover personal information about RCSA employees.

For the purpose of this Privacy Policy, the term **personal information** means information or an opinion, whether true or false, recorded in a material form or not, about an identified individual or reasonably identifiable individual.

This Privacy Policy explains how RCSA collects, uses, discloses and otherwise handles personal information. It also explains the process of how you may request access to, and correction of, personal information we hold about you, or complain about any suspected breach of privacy.

We will only collect your personal information where it is reasonably necessary in order for us to carry out one or more of our functions or activities.

## [Members and prospective members](#)

RCSA may collect and hold the following personal information from members or prospective members through its individual and corporate membership applications including:

- Your name
- Personal and/or business contact details
- Your date of birth
- Details of your employer
- Details of your position and employment history (including CV/resume and/or LinkedIn profile)
- Details of any academic and/or Continuing Professional Development courses
- Details of any professional memberships
- Credit/debit card or other payment details
- Name and contact details of any referees

### Education, Training, CPD and Mentoring

RCSA collects and holds information from members and non-members seeking to enrol on training courses, webinars, CPD and the PEARL mentoring program. We also keep a record of the courses completed and collect course results and assessment answers. This information may include:

- Your name
- Personal and/or business contact details
- Your date of birth
- Details of your employer, your position and employment history (including CV/resume and/or LinkedIn profile)
- Details of any academic and/or Continuing Professional Development courses (including copies of certificates, transcripts and other relevant or professional documents)
- Details of any professional memberships
- Credit/debit card or other payment details

### Events

RCSA collects and holds information from members and non-members provided by attendees and/or their employers to events, conferences, breakfasts and seminars. This information may include:

- Your name
- Personal and/or business contact details
- Your date of birth
- Details of your employer and your position
- Details of any academic and/or Continuing Professional Development courses (including copies of certificates, transcripts and other relevant or professional documents)
- Details of any professional memberships
- Credit/debit card or other payment details
- Details of any specific dietary or mobility requirements
- Details of any travel and accommodation bookings

### Supporters, subscribers and third parties

RCSA may collect and hold the following personal information from members or prospective members through its individual and corporate membership applications including:

- Your name
- Personal and/or business contact details
- Details of your employer
- Details of your position and employment history
- Details of any academic and/or Continuing Professional Development courses
- Details of any professional memberships
- Credit/debit card or other payment details

### Credit/Debit Card and other payment details

When RCSA collects credit/debit card or other payment information, this information will be redacted. RCSA will not store this information.

### How RCSA collects and uses personal information

RCSA will use the personal information it collects and holds primarily for the following reasons:

- Offering of member benefits, products and services
- Review member and non-member interests to better understand and meet requirements of existing and prospective members
- Delivery of information and targeted marketing communications to existing and prospective members, supporters and subscribers
- Registration for conferences and events
- Analyse member and non-member interests in relation to training and events
- Professional recognition and accreditation, including recording CPD units
- The conferring of prizes and awards
- Assessing suitability and performance regarding appointments to RCSA Board, committees and working groups
- Lobbying and advocacy
- Complaint investigation including disciplinary and counselling activities, and arbitration
- Insurance
- To help us improve member benefits and services

RCSA collects this information in various ways including membership, supporter and subscriber applications, registrations, enrolments and renewal forms, and via RCSA's Disciplinary & Dispute Resolution Procedures (D&DRP) process via complaint forms. This information may be in the form of email, telephone, letters, facsimile (fax), registrations to events, webinars, mentoring, training and CPD programs, and where applicable, via surveys.

RCSA collects and holds personal information in order to provide details of our benefits and services, communicate and manage our relationship with you, internally review and analyse membership trends to continually improve our benefits and services, and appropriately manage professional conduct issues via RCSA's D&DRP process.

RCSA may also collect and handle personal information for other reasons explained at the time of collection, or which are required or authorised by, or under law, as appropriate, including privacy legislation in Australia and New Zealand.

## RCSA Marketing and Communications

Subject to your consent, RCSA will use personal information it collects and holds to provide information to members, non-members, supporters and subscribers about member benefits, products and services. Where appropriate, the products and services may also extend beyond those offered by RCSA that may be of interest or benefit.

## Direct Marketing Communication

Also subject to your consent, RCSA may use personal information of existing and prospective members and non-members, such as your name and contact details (e.g. address, email and telephone number), to inform you of and benefits, facilities, products and services offered by RCSA's sponsors, suppliers and other business partners.

RCSA provides the option for you to opt-out of receiving marketing material we have with you in all forms of communication including letters and/or email by writing to RCSA's Marketing & Communications Manager and/or using the unsubscribe function included in electronic communications.

## Disclosure of Personal Information

RCSA may disclose (share) personal information with third parties. These may include mailing houses, printing companies, and event and conference organisers. RCSA will take the appropriate steps to ensure that any third party individuals, contractors or business:

- are made aware that they are authorised only to use personal information for the purpose it has been provided to the third party to provide the product and/or services, as is required by RCSA, or in the case of an event or conference, for the facilitator to perform their role at that event; and
- the third party individual, contractor or business complies with Australian Privacy Principles and/or New Zealand Privacy Principles when they handle your personal information

As stated above, RCSA may also disclose personal information where required or authorised by, or under law, as appropriate and in accordance with privacy legislation in Australia and New Zealand in relation to or connection with law enforcement activities by enforcement or statutory bodies. These may include Federal and State Government Departments in Australia, for example, Fair Work Australia; and Government Departments and Agencies in New Zealand, for example, the Ministry of Business, Innovation & Employment.

RCSA does not rent or sell personal information to any third parties.

## Security of Personal Information

RCSA holds and stores personal information in several ways, including emails and email contact lists, electronic databases and in paper files, which are locked away where appropriate. In addition, RCSA also stores archived files in boxes, which are then stored offsite in secured facilities. All personal information is retained in accordance with statutory requirements and then securely destroyed.

Payment security for financial transactions is maintained by using iMIS and PayPal. All financial transactions are processed securely to ensure payment details are appropriately protected. All records of financial transactions are retained in accordance with statutory financial requirements and then securely destroyed.

RCSA ensures all personal information held by us is secured. This includes secure lockable cabinets, secure office access and for the purpose of Information and Communications Technology, the use of firewalls, anti-virus software, username (login) and password protection, encryption and workplace policies. It is also a condition of employment that all RCSA employees and contractors maintain the confidentiality of all personal information.

## RCSA Website, Email and Social Media

### Website

When visiting RCSA websites, whether it is to register for an event, access or download from our websites, which includes the use of our products, templates and services, we may collect personal information such as your name, address, telephone number, email address, date of birth, username, password and other personal and non-personal information.

RCSA and its service providers use web analytics in order to collect a range of information about your interactions with our websites. The web analytic software will collect the information using various techniques and these will include first and third party cookies and Java Script.

We collect such information as the IP address and date and time of the visit, as well as any web pages visited and the time spent on each page. RCSA will use this information to help us evaluate the effectiveness of our websites, the level of interest in particular pages, including events and resources, gather broad demographic information, and to help us improve the content.

RCSA's websites contain links to other sites for which RCSA is neither responsible for, or has any control over. RCSA is not responsible for the privacy practices or policies of those sites and we suggest that you review the relevant privacy policies of those other sites.

### Email (Electronic Mail)

When communicating with RCSA by email, the email address you use will be logged and recorded automatically by our email system for the purpose of replying to your

email. For normal communication with you we will use the email address you have provided to RCSA in your membership application, unless you ask us to use a different email address.

As with our website, when we send you an email or any other electronic message, we log and record information about your interactions with the email including when and where you open the message and click on any links contained within the email message. We do this to help us better understand what information is of interest and benefit to you, and to improve the content.

#### [Social Media Websites](#)

RCSA uses social media including Facebook, LinkedIn and Twitter to communicate with members, non-members, supporters and subscribers. We also use social media to promote member benefits and services including events. Where appropriate, RCSA will record details of a topic or post discussed by an individual, including their name in order to further discuss the matter offline. Please note social media services collect, hold, use and manage your personal information for their own purposes and requirements. Social media websites will have their own privacy policies and we would encourage you to view these if you have any concerns.

#### [Access and Correction of Personal Information](#)

You have the right, under the Privacy Act 1988 (Cth), to request access to personal information we have collected and hold about you. Subject to any lawful reason not to, we will give you access to the personal information we hold for you and allow you to correct any information that is incorrect.

To ensure we do not disclose personal information to the wrong person, we will ask you to verify your identity. If you are unable to verify your identity, we may not be able to give you access to your personal information.

RCSA will take all reasonable steps to correct personal information we have collected and hold about you, if we are satisfied that it is inaccurate, out-of-date, incomplete, irrelevant or misleading. This extends to third parties that we have provided your personal information to unless it is impracticable or unlawful to do so.

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

If, for any reason, we do not allow you access to your personal information or refuse to correct the information we have collected and hold for you, we will inform you as to why. You may, of course, request that we include a note of your request to correct any personal information alongside the information that you believe to be inaccurate.

## Making a Complaint

Should you have a query, concern or complaint in relation to our handling of your personal information, or any breaches of privacy, please write to our Privacy Officer with details of your complaint:

Privacy Officer  
Recruitment & Consulting Services Association Limited  
PO Box 18028  
Collins Street East  
Victoria 8003

Email: [info@rcsa.com.au](mailto:info@rcsa.com.au) / [privacy@rcsa.com.au](mailto:privacy@rcsa.com.au)

We take all privacy concerns seriously and will endeavour to acknowledge your request within two business days and respond to your complaint, in writing, within 30 days of receipt. If the personal information you seek access to has been archived and is held offsite in secure storage, you should also anticipate that it may take longer for us to process your application for access so that we can retrieve the information from storage and review it in order to determine which information may be provided.

*Please note RCSA might impose a moderate administration charge for the cost of accessing any personal information held offsite in secure storage facility.*  
If you are unsatisfied with RCSA's response or the matter remains unresolved, you can refer the matter to:

### **Australia**

Office of the Australian Information Commissioner  
Level 3, 175 Pitt Street  
Sydney NSW 2000  
**Phone:** 1300 363 992  
**Email:** [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)  
**Web:** [www.oaic.com.au](http://www.oaic.com.au)

Or

### **New Zealand**

Privacy Commissioner in New Zealand  
PO Box 10-094, The Terrace, Wellington 6143  
**Phone:** 0800 803 909 (from within New Zealand)  
**Email:** [enquiries@privacy.org.nz](mailto:enquiries@privacy.org.nz)  
**Web:** [www.privacy.org.nz](http://www.privacy.org.nz)