



Privacy Policy

At EST10 Pty Ltd (“EST10”), we are committed to protecting the privacy of your personal information.

EST10 and its related entities will use the personal information we collect from our clients, candidates or service providers for the purpose disclosed at the time of collection. We will not use your personal information for any other purpose without first seeking consent unless we are authorised or required to do so by law.

If you have any questions in relation to privacy, please contact us on 02 9002 0222 or email info@est10.com.au between 9am and 5pm Monday to Friday.

Your personal information

We may collect your personal information so that we can provide you with our services and carry out our business activities. This may include (but is not limited to) a unique username and password, your name, address, telephone numbers, email address, bank details, occupation, career history, details of competency testing, credit rating, references, career objectives, qualifications and skills. If you elect not to provide us with personal information, we may not be able to provide you with the service you require.

Sensitive information

Sensitive information is a special category of personal information and, in most cases, can only be disclosed with your consent. Sensitive information may include (but is not limited to) ethnic origin, membership of professional or trade associations and criminal records.

Collection of personal information

We may collect personal information:

- From you directly via email, letter, telephone, fax etc.
- From documents provided by you such as application forms and resumes
- Through third parties such as our related companies, credit agencies or your representatives
- From publicly available sources

For each visitor to reach the site, we may also collect the following non-personally identifiable information, including (but not limited to) browser type, version and language, operating system, pages viewed while browsing the site, page access times and referring website address. This collected information is used solely internally for the purpose of gauging visitor traffic, trends and delivering personalised content to you while you are on our site.

Use and disclosure of personal information

EST10 will use the personal information we collect to provide the services you require. We will not use your personal information for any other purpose without first seeking your consent unless we are required to do so by law. Your personal information may be used to:

- provide a high level of customer service and maintain our relationship as a candidate or client of EST10 and its related entities
- provide the service you require
- administer those services which may include account management and debt collection
- provide you with interviews and possible job placement
- provide you with service information, award and employment market newsletters, relevant management reports and any other information which we believe may be of interest to you
- identification of training needs
- provide other information to assist us to provide the services you require
- develop our services
- maintain and develop our services and business systems
- third parties who may require credit ratings or references

Unless we have obtained your express consent, we will not disclose your information overseas.

Marketing and your personal information

You have a right to ask us not to send you any marketing or promotional materials. You can let us know at any time by contacting us or clicking on the "unsubscribe" link at the bottom of any promotional email we send you.

Storage of personal information

We mostly hold personal information electronically in our IT systems and databases, but we also use hard copy paper files from time to time. We use third party service providers in Australia to store some personal information.

All reasonable steps will be taken to ensure security of your personal information. In the case of our candidates who have gained permanent, temporary or contract employment through our services, your information will be kept on file as part of our ongoing business records.

We cannot accept responsibility for the security of information you send to us or receive from us over the Internet as it is not always a secure method of transmitting information. We take steps to protect the information that we hold about you from misuse, interference and loss, unauthorised access, modification or disclosure. If we determine that we no longer need information about you, or we are no longer required by law to hold it, this information will be destroyed.

Quality and accuracy of information

EST10 will take all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up to date. The accuracy of your information depends largely on the information you provide us.

EST10 will take all reasonable care to amend any information which may be inaccurate or out of date.

Wherever it is practical to do so we will delete your personal information.

In certain circumstances, we may refuse to delete, amend or allow you access to your personal information.

Should this occur, we will provide you with our reasons for refusing your request.

Please contact us on 02 9002 0222 or email info@est10.com.au if:

- there are any errors in your personal information
- there are changes to your personal information

Access

You have the right to access your personal information that EST10 holds about you, subject to some exceptions allowed by law. If you would like to access your personal information, please contact us on info@est10.com.au. You may be required to put your request in writing. EST10 may charge a reasonable fee for searching and providing access to your information.

Changes to this policy

We reserve the right to make amendments to this policy at any time. If you have any objections to the policy, you should not access or use our site or our services.