

General Homecare Candidate Privacy Collection Statement

This privacy collection statement sets out how General Homecare and its related bodies collect, use, share and protect your personal information during our recruitment process.

All job candidates are asked to read and agree to the following privacy collection statement.

What personal information do we collect?

The personal information we collect from you is information you directly provide to us, including the information included in your application, and any other information or opinion about you that you subsequently provide to us as part of the recruitment process, whether it is in written form or given verbally. Such personal information may include, for example, your contact details (such as your name, telephone number and email address) and recruitment information (such as your application form and CV).

We may also collect sensitive personal information about you – but only where this is strictly necessary to assess your suitability for the role you have applied for and you have voluntarily provided consent for us to do so.

Why do we collect personal information?

Your personal information you provide to us will be used only for the purpose of assessing your suitability for employment and recruitment purposes. These purposes include:

- assessing you for a position or positions with General Homecare;
- contacting you about recruitment procedures and conducting interviews;
- assessing whether you are suitable to progress to each stage of the recruitment process for a vacant position;
- verifying your identity and other details and conducting police checks;
- storing your information for future job opportunities; and
- contacting you with information regarding your current application or about other job opportunities that may be suitable for you in future.

If we cannot collect your personal information relevant to your application, unfortunately we will not be able to assess your application.

If you provide personal information to us about another person (for example, your referee), you must have their prior consent to do so.

In completing your application, you consent and agree to the provision, collection, storage and use of your personal information in accordance with this privacy collection statement and warrant that all information provided is correct, accurate, and not misleading or deceptive.

How do we collect personal information?

In most cases, we collect personal information directly from you. We may also collect personal information about you from third parties such as referees, recruitment agencies, online recruitment and talent marketplace platforms or service providers that conduct pre-employment screening and assessment during the recruitment process.

Who do we provide your personal information to?

Your personal information (including sensitive information) will be accessible to employees of General Homecare who are involved in the recruitment process and may be shared with third parties as part of the recruitment process, including:

- your referees (or the organisations they represent);
- third party service providers who supply services to General Homecare to manage your online application or conduct criminal checks, conduct cloud-based video interviewing and assessments, reference checking, psychometric testing or other pre-employment screening processes
- recruitment agencies or other third parties acting on our behalf during the recruitment process;
- law enforcement agencies to verify whether you have a criminal record;
- educational or vocational organisations to verify your qualifications; or
- our related entities.

These third parties may collect, hold, use and disclose personal information in the provision of recruitment services to General Homecare but are also bound by confidentiality and privacy obligations.

You or General Homecare will also disclose your personal information to the online recruitment and talent marketplace platform 'LiveHire' as made available through www.livehire.com and any associated URL ('LiveHire'). LiveHire will use your personal information to connect you with General Homecare for current and future job opportunities and talent pooling purposes. If you complete a full profile yourself, LiveHire will also use your personal information to connect you with other companies you choose to connect with for the same purpose. LiveHire's privacy policy is available [here](#).

How do we manage your personal information?

We will take all reasonable steps to ensure that your personal information which we collect, use or disclose is accurate, complete and up-to-date.

Your personal information may be stored in facilities or systems owned and operated by the General Homecare, or by third party providers that we engage for these purposes. We take reasonable steps to ensure:

- prospective staff and contractor personal information stored on our controlled systems is secure against unauthorised access; and
- any third-party providers we engage to perform services involving handling personal information have appropriately secure systems to protect from unauthorised access.

If you accept an offer of employment by us, your information will become part of your employee records. If you are unsuccessful, we may continue to retain and use your information for the purposes of talent pooling, contacting you in relation to future roles or to perform market research.

Please note that you are responsible for ensuring that the information you submit is accurate and up to date. It is your responsibility to keep your password secure and not disclose it to any other person. You are responsible for all aspects of the use of your username and password. If you suspect your password has been compromised, you must change your password immediately and report your concerns to us.

How you may access personal information and seek the correction of such information

You have a right to access the personal information we hold about you. To request such access, please send an email to feedback@saihomecare.com.au we will respond to you within 30 days.

If you wish to have your details removed from our system you can log in to your online application account or contact LiveHire at support@livehire.com.

We will remove or de-identify your personal information from our internal database and systems on request. Otherwise, we will only retain your personal information for as long as we need it for the purposes it was collected, or to meet our regulatory and legal obligations. This does not extend to personal information stored within the LiveHire platform (but we will cease to have access to this after you disconnect your profile from General Homecare via the LiveHire platform).

How can you report a breach of your privacy?

If you believe your privacy has been compromised, please email feedback@saihomecare.com.au and a member of our team will get in touch within 10 business days.

If you believe that we have not dealt with your concerns you may lodge a complaint with the [Office of the Australian Information Commissioner](#)

Contact us

If you have any questions about your privacy, or if you would like a printed copy of this privacy collection statement or our privacy policy, please email us at feedback@saihomecare.com.au

For website use only:

General Homecare may update this privacy collection statement from time to time to ensure we meet our obligations. Any changes will be updated on this page.