



Privacy and Confidentiality Policy

Doc. No: RFS-IMS-POL-002

1. Purpose

This Policy outlines how Resource-Fill Solutions Pty Ltd (RFS) collects, manages, stores, discloses, and protects Personal and confidential information. We are committed to ensuring that all Personal and sensitive information is handled in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and relevant workplace laws.

This commitment extends to all Personnel involved in labour hire, Sub-Contracting, and placements across mine sites, fabrication facilities, construction sites, and workshops.

2. Scope

This policy applies to all:

- Employees and Workers (full-time, part-time, and casual).
- Labour hire Personnel.
- Contractors and Sub-Contractors engaged through RFS.
- Management and administrative Staff.
- Host Employers and Clients.

It covers information collected through recruitment, placement, and worksite operations.

3. Definitions

- Personal Information: Information or opinions that identify or can identify an individual (e.g., name, address, ID numbers).
- Sensitive Information: Includes health data, race, religious beliefs, criminal history, etc.
- Confidential Information: Non-public business or Personal information, including contracts, Client data, and operational site details.
- Breach: Unauthorised access to or disclosure of Personal or confidential information.

4. Information Collected

We may collect and store:

- Identity and contact details.
- Work history, qualifications, licenses.
- Health information (for fitness for duty and compliance).
- Payroll, bank, and tax file data.
- Performance, conduct, and incident records.
- Worksite induction records and timesheets.
- Information shared by Clients for placement and compliance.

5. Methods of Collection

We collect information:

- Directly from individuals (applications, interviews, inductions).
- From referees, Clients, training organisations, and government bodies (with consent).
- Through online systems, email, and approved monitoring tools.

All collection is lawful, fair, and for legitimate business purposes.

6. Use and Disclosure

Collected information is used to:

- Recruit, place, and manage labour hire Personnel.
- Conduct inductions and ensure safety compliance.
- Administer payroll, superannuation, and entitlements.
- Facilitate performance Management and investigations.
- Communicate with Clients and fulfil contractual obligations.

We only disclose information:

- With Individual consent.
- Where required by law (e.g., ATO, WorkCover, regulators).
- To Clients for placement or compliance purposes.
- To authorised medical, legal, or safety professionals.

7. Data Security and Storage

RFS maintains strong safeguards to protect information:

- Secure digital systems with restricted access.
- Encrypted storage and password protection.
- Confidentiality agreements with staff and Contractors.
- Lockable filing systems for physical records.

8. Access and Correction

Individuals may request to:

- Access Personal information held by RFS.
- Correct inaccurate or outdated details.

Requests must be submitted in writing to the Privacy Officer via info.team@resource-fillsolutions.com.au.

9. Retention and Disposal

Information is retained for as long as required by:

- Business or contractual obligations.
- Industrial relations or WHS laws.
- Taxation and compliance purposes.

After this period, it is securely destroyed or de-identified.

10. Privacy Breaches and Complaints

All actual or suspected breaches must be reported to the Privacy Officer immediately. RFS will:

- Investigate promptly and confidentially.
- Notify affected individuals and the Office of the Australian Information Commissioner (OAIC), if required.
- Take corrective actions to prevent future breaches.

Complaints may also be escalated to the OAIC if unresolved.

11. Responsibilities

11.1. RFS Management:

- Ensure privacy practices comply with legislation and Client standards.
- Provide training and monitoring for compliance.

11.2. All Personnel:

- Handle private and sensitive data with care.
- Refrain from unauthorised sharing or misuse of Client or Company information.
- Report breaches without delay.

12. Review of Policy

This policy will be reviewed:

- Annually.
- Or upon major legislative or operational changes.

13. Acknowledgement

All Employees and labour hire Personnel are required to read, understand, and comply with this policy. Digital acknowledgment through onboarding systems may be accepted where applicable.



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14. Approved by:

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Managing Director

Last Reviewed: 19th May 2025

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