

GDPR Privacy Notice

About this Notice

This Privacy Notice applies only where Programmed's processing activities are subject to the EU General Data Protection Regulation (EU GDPR), the UK General Data Protection Regulation (UK GDPR), or related data protection legislation. For individuals located outside those jurisdictions, Programmed's general Privacy Policy and applicable local privacy laws may apply.

Introduction

Your privacy is very important to us. We are committed to ensuring that when you use our services or engage with us, you understand what personal data we collect about you, how we use it, the lawful basis for that processing and the rights available to you.

This Privacy Notice describes how Programmed collects, uses, shares, stores and protects personal data where EU GDPR, UK GDPR or related data protection legislation applies. Please read this Privacy Notice together with any other privacy notice, collection statement or fair processing notice that we provide on specific occasions when we collect or process personal data about you.

This Privacy Notice supplements those other notices and is not intended to override them.

Who We Are

Programmed, being PERSOL Australia Holdings Pty Ltd, Programmed Maintenance Services Limited and its wholly owned subsidiaries, is a provider of staffing, maintenance and facility management services headquartered in Australia with subsidiaries located in Australia and New Zealand. Programmed forms part of the PERSOL Group.

Each relevant Programmed Group company is a separate data controller for personal data it collects and processes. In this Privacy Notice, the relevant Programmed Group companies are collectively referred to as "Programmed", "we", "our" or "us".

The terms "customer", "you" or "your" mean an individual who is the subject of personal data that we process as a data controller.

Programmed Group companies operate through websites and applications that may be accessible in the European Economic Area or the United Kingdom, including Programmed websites and related platforms. Website addresses should be verified and updated before publication.

Scope of This Notice

This Privacy Notice, together with our website terms and any other documents referred to in it, sets out the basis on which personal data we collect from you, or that you provide to us, will be processed by us. It also explains how you may exercise your rights and how you can contact us if you have questions about our handling of your personal data.

For the purpose of this Privacy Notice, Data Protection Legislation means: Regulation (EU) 2016/679 (EU GDPR); the UK General Data Protection Regulation (UK GDPR); the UK Data Protection Act 2018; and any applicable laws implementing, supplementing or replacing those laws from time to time.

For the purposes of the Data Protection Legislation, the relevant Programmed Group entity collecting or processing your personal data will be the data controller.

This Privacy Notice applies only to Programmed Group entities established within the European Economic Area (EEA) or the United Kingdom, and to other Programmed Group companies when they process personal data of individuals in the EEA or United Kingdom in circumstances where EU GDPR or UK GDPR applies, including where services are offered to those individuals or their behaviour is monitored.

If you do not agree with this Privacy Notice, you should not use our websites, access our services or submit personal data to us.

Information We May Collect or Receive About You

We may collect, receive and process personal data when you contact us, use an account, profile, portal or application, provide identity, contact, employment, recruitment, financial, billing, supply or transaction information, participate in surveys or promotions, or where we receive information from clients, suppliers, affiliates, service providers, public sources, referees, recruitment platforms or other third parties where lawful and relevant.

The types of personal data we may collect include identification data, contact data, account credentials, technical data such as IP addresses and device information, recruitment and employment data, financial and transaction data, communications data, marketing preferences, survey responses and other information you choose to provide.

Where we collect special category data or other sensitive personal data, we will only do so where permitted by law and where an appropriate lawful basis and additional condition for processing applies.

How We Collect the Information

- our websites, portals, systems and mobile applications;
- emails and other communications sent to or from us;
- forms, applications, contracts, onboarding documents and service interactions;
- conversations, meetings and correspondence with you;
- clients, suppliers, affiliates, service providers, recruitment platforms and other third parties; and
- automated technologies such as cookies and similar tools, where applicable.

How We May Use the Information

We may process your personal data for one or more lawful bases, depending on the specific purpose for which we use your data. These lawful bases may include performance of a contract, compliance with a legal obligation, our legitimate interests, your consent, protection of vital interests or performance of a task carried out in the public interest, where applicable.

Where we rely on legitimate interests as a lawful basis for processing, these interests may include operating and improving our business, delivering services, ensuring the security of our systems, preventing fraud, managing commercial relationships and complying with corporate governance requirements. We only rely on legitimate interests where our interests are not overridden by your rights and freedoms.

We may process personal data for administration and service delivery, responding to enquiries, providing and personalising services, payments and billing, market research and analytics, lawful marketing, identity verification, fraud prevention, security monitoring, legal and regulatory compliance, debt recovery, recruitment, candidate placement, labour hire, onboarding, suitability assessment, corporate administration and other purposes notified to you or otherwise permitted by law.

If you are an existing client, supplier, candidate or other business contact, we may contact you with information about products or services you request from us or similar services that may be relevant to you, unless you have opted out or the law requires us to obtain consent. You may opt out of marketing communications at any time by using the unsubscribe function or by contacting us.

We do not sell your personal data. We may share personal data with Programmed Group companies, affiliates, clients, service providers, advisers, regulators, law enforcement bodies, successors in title and other parties where permitted by law and where relevant to the purposes described in this Privacy Notice.

Contact Information and Preferences

Where applicable, you may update your contact details, account information and communication preferences through your account settings or by contacting us.

We may use information you provide to us, or to third parties offering combined services with us, to customise and improve the services we provide to you, where permitted by law.

Information Security

The internet is not a completely secure medium. However, we maintain reasonable technical and organisational measures designed to protect personal data under our control from unauthorised access, misuse, disclosure, modification, unlawful destruction or accidental loss, having regard to the nature, amount and sensitivity of the data.

Where you have been allocated an account, that account may be protected by a username, password or other security controls. You are responsible for keeping your account credentials confidential.

Communications over the internet, including email and webmail, may not be secure unless encrypted. We cannot accept responsibility for unauthorised access or loss of personal data that is beyond our reasonable control.

We will not disclose your personal data to government institutions or authorities except where required or permitted by law, including where requested by regulatory bodies or law enforcement organisations in accordance with applicable legislation.

Certain services may include social networking, chat room, review or forum features. When using these features, you should not submit personal data that you do not want to be seen, collected or used by other users.

To Whom Will Your Information Be Disclosed?

- our clients and their information technology providers, including where you apply for a position, make yourself available as a candidate or participate in labour hire or related workforce arrangements;
- Programmed employees, contractors, affiliates and their employees;
- third-party consultants, subcontractors, suppliers and other service providers who provide services to us, including IT support, hosting, cloud, analytics, marketing, professional services and administration support;
- auditors, insurers, lawyers, accountants, consultants and other professional advisers;
- analytics and search engine providers who assist with website improvement and optimisation;
- successors in title, prospective sellers or buyers of our business, affiliates or other entities involved in a merger, acquisition, reorganisation, sale or similar corporate transaction;
- government bodies, regulators, courts, tribunals and law enforcement agencies;
- organisations involved in fraud protection, credit risk reduction, security incident response, debt recovery or legal claims; and
- selected third parties where you have consented to disclosure or where the disclosure is otherwise permitted by law.

Automated Decision Making

Programmed does not generally make decisions about individuals based solely on automated processing that produce legal or similarly significant effects.

Where automated tools are used to support recruitment, screening, service delivery, security, analytics or operational processes, appropriate human oversight will be maintained where required by applicable Data Protection Legislation. Individuals may exercise any rights available under applicable Data Protection Legislation in relation to automated processing.

Your Rights in Relation to Your Information

You may have the rights listed below under applicable Data Protection Legislation. These rights do not apply in all circumstances and may be subject to legal exceptions.

- request access to your personal data, commonly known as a data subject access request;
- request correction of personal data that we hold about you;
- request erasure of your personal data, noting that we may not always be able to comply where we are required or permitted to retain it;
- object to processing where we rely on legitimate interests or where personal data is processed for direct marketing;
- request restriction of processing in certain circumstances;
- request transfer of your personal data to you or to a third party in a structured, commonly used and machine-readable format where the right to data portability applies;
- withdraw consent at any time where we rely on consent to process personal data; and
- lodge a complaint with a relevant supervisory authority.

Privacy Contact

Questions, comments and requests regarding this Privacy Notice should be addressed to:

Privacy Officer
PERSOL Australia Holdings Pty Ltd
47 Burswood Road
Burswood WA 6100
Australia
Email: privacy@programmed.com.au

If Programmed is required to appoint a Data Protection Officer, EU representative or UK representative for relevant processing activities, the applicable contact details should be inserted here or made clearly available to affected individuals before publication.

Cookies

We use cookies and similar technologies to operate our websites, improve functionality, analyse usage patterns and, where appropriate, support marketing activities.

Some cookies are strictly necessary for website operation while others are optional and may be managed through browser settings or cookie preference tools where available.

Further information regarding the cookies we use and how to manage your preferences is available in our Cookie Notice or Privacy Policy. Website and cookie preference links should be verified and updated before publication.

Where We Store and Process Your Information

Personal data may be transferred to, stored in or accessed from countries outside the EEA or the United Kingdom where Programmed Group companies, service providers or business partners operate.

Where such transfers occur, Programmed will implement appropriate safeguards as required by applicable Data Protection Legislation, including adequacy regulations or decisions, Standard Contractual Clauses, the UK International Data Transfer Agreement, the UK Addendum to the EU Standard Contractual Clauses or other lawful transfer mechanisms.

You may contact the Privacy Officer for further information regarding international data transfer safeguards, where available and applicable.

Your Consent and Changes to This Privacy Notice

We may amend or modify this Privacy Notice from time to time. If we make material changes, we will take reasonable steps to notify affected individuals where required by law, including by posting an updated notice on our websites or by other appropriate means.

Where the purposes for processing personal data change materially, we will take appropriate steps to notify you and, where required, obtain your consent or identify another lawful basis for processing.

Use of Your Personal Information Submitted to Other Websites

Except as otherwise expressly included in this Privacy Notice, this document addresses only the use and disclosure of personal data that we receive about you or collect from you.

If you disclose information to other websites or platforms, including websites linked from our websites, different rules may apply. We are not responsible for the privacy policies and practices of other websites or platforms. We recommend that you check the privacy policy of each website you visit and contact the owner or operator if you have concerns or questions.

Data Retention

We will retain personal data only for as long as reasonably necessary to provide services, fulfil the purposes for which it was collected, comply with legal, accounting, tax, reporting, employment, health and safety, regulatory or corporate governance requirements, resolve disputes, enforce agreements or meet legitimate business needs.

Retention periods vary according to the nature of the information, the purpose for which it was collected, applicable legal obligations and legitimate business requirements. Personal data will be securely deleted, anonymised or destroyed when it is no longer required.

To determine the appropriate retention period, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure, the purposes for which we process the data, whether those purposes can be achieved by other means and applicable legal requirements.

In some circumstances you may ask us to delete your personal data. In some circumstances we may anonymise personal data so that it can no longer be associated with you, in which case we may use the anonymised information indefinitely without further notice.

Complaints and Further Information

If you believe we have not handled your personal data appropriately, you have the right to lodge a complaint with the relevant supervisory authority in the country where you reside, work or where the alleged infringement occurred.

Individuals in the United Kingdom may contact the Information Commissioner's Office (ICO). Individuals in the EEA may contact their local EEA supervisory authority.

Questions, comments and requests regarding this Privacy Notice should be addressed to:
privacy@programmed.com.au.

Your Duty to Inform Us of Changes

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us. If your personal details change, please help us keep your information up to date by notifying us at privacy@programmed.com.au.