

TheirCare Candidate Privacy Policy

Aim

At TheirCare, we are committed to protecting the privacy and personal information of individuals who apply for employment or engage with us during the recruitment process. This Candidate Privacy Policy outlines how we collect, use, store, and protect the personal data of applicants, and explains your rights in relation to your information.

Implementation

What This Policy Covers

This policy applies to all personal information collected from candidates who:

- Apply for a role at TheirCare (including employees, contractors, and casual staff)
- Submit resumes, references, or expressions of interest
- Participate in interviews, screening, or onboarding activities
- Engage with us through third-party recruiters or platforms.

What Information We Collect

We may collect the following personal information during the recruitment process:

- Identity and contact details – such as your name, address, phone number, email address, and date of birth
- Work history and qualifications – including your resume, cover letter, education, employment history, references, and certifications
- Eligibility to work – such as visa status, Working With Children Check, Police Checks, right to work, and other compliance documents
- Interview and assessment information – notes, screening responses, or test results
- Sensitive information – such as health or background check results, if relevant and with your consent
- Other personal details you provide during the recruitment process.

We only collect sensitive information where required by law or where you have provided explicit consent.

How We Collect Your Information

We collect personal information from:

- Information you provide directly in applications, interviews, and communications
- Documents you submit (e.g. resume, ID, references, qualifications)
- Background screening providers, recruitment agencies, and referees
- Publicly available sources (e.g. LinkedIn, job board profiles), where relevant to the role.

We may also collect information through online recruitment systems or web forms hosted by TheirCare or our recruitment partners.

Why We Collect Your Information

Your personal information is collected and used for purposes including:

- Assessing your suitability for employment or engagement
- Verifying your identity, qualifications, and work eligibility
- Contacting you throughout the recruitment process
- Conducting reference and background checks
- Managing onboarding and pre-employment compliance
- Maintaining a talent pool for future roles (if you agree)
- Meeting legal and regulatory obligations.

We will not use your information for unrelated purposes without your consent.

How We Store and Protect Your Information

We take reasonable steps to store your personal information securely, whether in physical or digital form. Your data may be stored in:

- Our secure internal recruitment and HR systems
- Trusted third-party recruitment platforms or service providers under contract.

We protect personal information from unauthorised access, misuse, alteration, or disclosure using appropriate technical and organisational safeguards.

Who We Share Your Information With

We may share your information with:

- Internal hiring managers, HR personnel, and compliance officers

- Third-party background check or screening providers (e.g. Working With Children or Police Checks)
- Referees or past employers you have nominated
- Regulatory authorities if legally required.

We do not sell or rent your personal information to third parties.

Retention of Candidate Information

If you are not successful in your application, we may retain your personal information to consider you for future opportunities, unless you request that we delete it. If you are hired, your information becomes part of your employee record and will be governed by our employee privacy practices.

Accessing and Correcting Your Information

You may request to:

- Access the personal information we hold about you
- Correct inaccuracies or update your details
- Withdraw your application or request deletion of your data (where legally permitted).

To do so, please contact us using the details below.

Contact Us

If you have questions about this policy or would like to make a privacy-related request, please contact us at privacy@theircare.com.au or on by phone on 1300 072 410.

Related Policies

61 - Privacy policy

62 - Record Keeping and Retention policy

17 - Child protection Appendix F Child safe recruitment procedure VIC

Review

The policy will be reviewed annually by Management.

Last reviewed: 24/08/2023

Date for next review: 24/08/2024