



Outline of our Policy

Our Policy sets out:

- what information we collect and hold
- how we collect and hold information
- why we collect, hold, use and disclose your information
- how you can access your information
- how you can seek to correct your information
- how you can make a complaint and how we will deal with it.

Information we collect and hold

We will collect:

- your name and contact details
- your employment history
- your resume
- notes from interview conducted via either phone, skype or in person
- references from your former employers

How we collect your information

We collect information about you from:

- you directly
- your previous employers to check your employment history and any references your former employers have provided

How we hold your information

We hold your information in our human resources system for a period of time that is compliant with the Australian Privacy Act (1988). We have security systems to guard against unauthorised access. We also limit access to our employees on a needs basis.

Why we collect, hold, use and disclose personal information

We collect and use information about you to:

- assess your application for employment with us
- verify information contained in your job application form
- assess, when applicable, whether you are a fit and proper person for employment in an authorised deposit-taking institution (ADI).

We do not retain your information if we decide not to employ you and we will destroy your information within a timeline compliant with the Privacy Act (1988).

If we decide to employ you, your information will be transferred to our employee records. Employee records are not subject to the Australian Privacy Principles.

We do not disclose your information except when the law requires for some enforcement or investigative process.

Disclosure to overseas recipients

We do not currently disclose your information to overseas recipients.

How you can access and/or correct your information

You can request access to your information at any time. If the information we hold is incorrect, you can request us to correct it. You can make a request by email or telephone. Contact details can be found below as well as on our website: <https://sccu.com.au/>.

Making a complaint

You may make a complaint to us if you consider that we have not complied with the relevant provisions of the APPs or the Privacy Act.

You can complain:

- by calling us on 1300 360 744
- by email recruitment@sccu.com.au
- in writing to Southern Cross Credit Union, PO Box 1602 Kingscliff NSW 2487

We will deal with your complaint under our internal dispute resolution procedure. We will give you a Guide to our procedure when you make your complaint.

We are also part of an external dispute resolution scheme. If you are not satisfied with how we handled your complaint, you can take the matter there. We will tell you at the time how you can contact the external dispute resolution scheme.