

PRIVACY POLICY FOR WEBSITE

worknow.com.au

Effective Date: 23/05/2024

This privacy policy deals with the protection of your privacy while you use our website.

Worknow.com.au is owned and operated by: Assistance Industry Resourcing Pty Ltd (ACN 658648723)

We are committed to the protection of your privacy while you use worknow.com.au.

This Privacy Policy only applies to worknow.com.au. Worknow.com.au may contain links to other websites or applications, but if that is the case, the Privacy Policy does not apply to any of those linked websites or applications.

We gather certain information from users of worknow.com.au, so this Privacy Policy explains what information we collect, how we use it, and your rights in relation to it.

By continuing to use worknow.com.au you acknowledge that you have had the chance to review and consider this Privacy Policy, and you acknowledge that you agree to it. This means that you also consent to the use of your information and the method of disclosure as described in this Privacy Policy. If you do not understand the Privacy Policy or do not agree to it, then please do not use worknow.com.au.

1. DEFINITIONS

"Company IP" includes, but is not limited to, the contents, layout, design, colours, appearance, graphics and imagery of the Website, Content and Materials as well as all copyrights, trademarks, trade secrets, patents and other intellectual property contained in worknow.com.au, Content and Materials.

"Content" means any content, writing, images, audiovisual content or other information published on worknow.com.au.

"Effective Date" means the date that this Privacy Policy comes into force.

"Items" means any and all of worknow.com.au, Content and Materials collectively.

"Materials" means any materials, information or documentation that we may provide to you in connection with your use of worknow.com.au including documentation,

data, information developed by us or owned by us, and other materials which may assist in your use of workrnow.com.au.

"Parties" means both you (the user of workrnow.com.au) and us (the owner of workrnow.com.au) collectively.

"Personal Information" means information that we obtain from you in connection with your use of workrnow.com.au.

"Privacy Policy" means this privacy policy.

"Product" means the website including all pages, all sub pages, all blogs, all forums, all other connected pages and all other connected internet content whatsoever, the home page or main page of which is located at: workrnow.com.au

"Third Party Links" means links or references to websites other than the Website, to content other than the Content or to materials other than the Materials, none of which are controlled by us.

"Third Party Service Provider" means a third party, separate from us or our company but which provides services that assist us in serving you. This may include but is not restricted to web hosting, IT services, security services, payment processing, deliveries, customer service, order fulfilment or other services.

Terms "us", "we", "our", "the Company" or "the Owner" refers to Assistance Industry Resourcing Pty Ltd

Terms "us", "we", "our", "the Company" or "the Owner" also includes any employees, affiliates, agents or other representatives of Assistance Industry Resourcing Pty Ltd

Terms "you" or "your" refers to the user of the Website.

The phrase "your Content" means any Content posted to or added to the Website, Content or Materials by you or by somebody authorised by you or doing so on your behalf.

2. INTERPRETATION

a. In this Privacy Policy, unless the context otherwise requires, the following rules of interpretation shall apply:

I. Words referring to one gender include every other gender.

II. Words referring to a singular number include the plural, and words referring to a plural include the singular.

III. Words referring to a person or persons include companies, firms, corporations, organisations and vice versa.

IV. Headings and titles are included in this Privacy Policy for convenience only and shall not affect the interpretation of this Privacy Policy.

V. Each Party must, at its own expense, take all reasonable steps and do all that is reasonably necessary to give full effect to this Privacy Policy and the events contemplated by it.

VI. Any obligation on a Party not to do something includes an obligation not to allow that thing to be done.

3. TYPE OF INFORMATION AND HOW IT IS COLLECTED

a. When you use workrnow.com.au, we may collect information from you through automatic tracking systems (such as information about your browsing preferences).

b. In addition, we may collect information that you volunteer to us (such as information that you provide during a sign-up process or at other times while using workrnow.com.au).

c. In order to access all of the features of workrnow.com.au, you are required to register as a user. During the registration process, we collect some of your Personal Information, in the following manner:

I. We will not collect information that identifies you personally, except when you specifically volunteer that information to us.

II. The information that we will collect from you at registration includes:

Name, username, contact details, professional history and qualifications, & work preferences or requirements.

III. By undergoing the registration process you consent to us collecting your Personal Information, including the Personal Information described in this clause. You also consent to us collecting any other Personal Information as well as storing, using or disclosing your Personal Information in accordance with this Privacy Policy and reasonable expected use.

d. In order to access some specific features of workrnow.com.au, you are required to provide some Personal Information. During this process, we collect some of your Personal Information, in the following manner:

I. We will not collect information that identifies you personally, except when you specifically volunteer that information to us when using specific Product features. These specific Product features might include, but are not limited to:

- A. receiving notifications by text message or email about events and promotions
- B. receiving general emails from us
- C. Participating in feedback

II. In addition to any Personal Information that you are required to provide in order to access these additional Product features, in some cases you may be required to provide more specific information. For example, in order to make purchases, you may need to provide credit card information, billing information and postal addresses.

4. COOKIES

- a. Cookies are small files stored on your computer or mobile device which collect information about your browsing behaviour.
- b. Cookies do not access information which is stored on your computer.
- c. Cookies enable us to tailor our configurations to your needs and preferences, in order to improve your user experience.
- d. Most internet browsers accept cookies automatically, although you are able to change your browser settings to control cookies, including whether or not you accept them, and how to remove them. You may also be able to set your browser to advise you if you receive a cookie, or to block or delete cookies. However, if you do this, you may be prevented from taking full advantage of workrnow.com.au.

5. HOW YOUR INFORMATION IS STORED

- a. Please note that no systems involving the transmission of information via the internet, or the electronic storage of data, are completely secure. However, we take the protection and storage of your Personal Information very seriously. We take all reasonable steps to protect your Personal Information.

b. We use appropriate physical, digital, managerial and security systems to store your Personal Information and to protect it against unauthorised access, destruction or disclosure. These systems include but are not limited to:

- the use of Australian servers and IT services
- annual privacy training for all AIR employees
- limitation of company personnel authorised to access registration data

6. THIRD PARTIES

a. We may provide some of your Personal Information from time to time to Third Party Service Providers so that they can help us to serve you via worknow.com.au. In particular, we may use Third Party Service Providers to assist with information storage (such as cloud storage).

b. We may provide some of your Personal Information to Third Party Service Providers for the purpose of analysing data or tracking usage. For example, we may use these services to find out where page requests come from, dates and times of page requests, details of any website that referred you to worknow.com.au and other details about your usage of worknow.com.au. This information enables us to understand patterns of usage of worknow.com.au, and to improve worknow.com.au.

c. We may use Third Party Service Providers to host worknow.com.au. If this occurs, that Third Party Service Provider is likely to have access to some of your Personal Information.

d. However, we only share your Personal Information with a Third Party Service Provider if that provider agrees to our privacy standards as set out in this Privacy Policy.

e. Your Personal Information will not be sold or otherwise transferred to other third parties without your approval.

f. Notwithstanding the other provisions of this Privacy Policy, we may provide your Personal Information to a third party or to third parties in order to protect the rights, property or safety, of us, our customers or third parties, or as otherwise required by law.

g. We will not knowingly share your Personal Information with any third parties other than in accordance with this Privacy Policy and its expected use.

h. If your Personal Information might be provided to a third party in a manner which is other than as explained in this Privacy Policy, you will be notified. You will also have the opportunity to request us not to share that information.

7. COMBINING INFORMATION

a. We may combine, link or aggregate some of your information in order to obtain a better understanding of your requirements. This may enable us to better design worknow.com.au and may also assist with our business or administration requirements.

8. HOW YOUR INFORMATION IS USED

a. We use your Personal Information to help us improve your experience with our Product. We may use your Personal Information for purposes including but not limited to:

- I. service request fulfilment.
- II. providing customer service to you.
- III. marketing and advertising to you including both direct and indirect marketing and advertising and including marketing and advertising about products that may interest you based on your personal preferences or demographics.
- IV. advising you about updates to worknow.com.au or related Items.
- V. to allow prospective employers and/or jobseekers to connect with you.

9. ADDITIONAL PROVISIONS REGARDING COLLECTION, USE AND STORAGE

a. In addition we may deal with your Personal Information in the following specific circumstances:

- I. Jobseekers are identified within our system by a self-selected username/pseudonym.
- II. Identifying information (including full name) is only available/accessible to verified employers who are registered within our system.
- III. Employers are identified within our system through provision of their legal business name/ABN

10. MERGER, RESTRUCTURE OR SALE OF OUR BUSINESS

a. Part or all of our business may be merged, restructured or sold including but not limited to through an ordinary sale of business or of stock, a corporate reorganisation, a change in control, bankruptcy or insolvency proceedings.

b. In the event that such a merger, restructure or sale occurs as described in the preceding sub-clause hereof, we may transfer your Personal Information, including personally identifiable information, as part of that merger, restructure or sale.

11. EMAIL OPT IN/OUT

If you receive an email from us in relation to workknow.com.au and would prefer not to receive such correspondence in the future, you may follow the instructions in the email to opt out of future correspondence.

You may also contact us, using the details at the bottom of this Privacy Policy, in order to opt out of future correspondence.

We will make all reasonable efforts to promptly comply with your requests. However, you may receive subsequent correspondence from us while your request is being handled.

12. ACCESSING, UPDATING AND CORRECTING YOUR PERSONAL INFORMATION

- a) You have the right to request access to any of your Personal Information which we are holding. This can be requested by using the contact details at the end of this Privacy Policy.
- b) To change access, update or correct your Personal Information:
 - users can deactivate their profile to make it invisible to external users at any time.
 - users can update and correct their personal details at any stage by logging in to their profile page.

13. DISCLAIMER REGARDING SECURITY

By continuing to use workknow.com.au, you agree to the terms of this Privacy Policy. You acknowledge, agree and accept that no transmission of information or data via the internet is completely secure. You acknowledge, agree and accept that we do not guarantee or warrant the security of any information that you provide to us, and that you transmit such information at your own risk.

14. CHANGES TO THIS POLICY

- a. We may make changes to this Privacy Policy at any time in our sole discretion.
- b. If we make changes to this Privacy Policy, unless we obtain your express consent to those changes, then such changes will only apply to any information that we obtain from you after the date that the changes take effect.
- c. If we make changes to this Privacy Policy, your continued use of workrnw.com.au after the date that the changes take effect confirms that you acknowledge, accept and agree to those changes.

15. COMPLAINTS

a. We take customer satisfaction very seriously. If you have a complaint in relation to our handling of your Personal Information, we will endeavour to handle it promptly and fairly. For your information, an overview of our complaints handling procedure is as follows:

I. Any complaints are forwarded to our complaints officer for review. We aim to review all complaints within 7 days of receiving them (although this cannot be guaranteed). If necessary, the complaints officer may then refer the complaint to another section within our organisation for consideration.

If further information is required, we may contact you to request that information.

If we accept fault in relation to the complaint then we will propose a resolution (which may or may not be the same as any resolution proposed by you).

If we do not accept fault, then we will contact you to advise you of this.

We aim to complete this entire process within 21 days, provided that we are provided complete information in the first place (although this cannot be guaranteed). If you do not provide complete information then this is likely to delay the handling of your complaint.

II. All complaints should be provided in writing either by email or regular mail, using the contact details at the end of this privacy policy. Please describe the nature of your complaint including any relevant dates, people involved, any consequences that have occurred, and what you believe should be done to rectify the issue. We will endeavour to respond within 21 days, although this cannot be guaranteed.

III. If you are not satisfied with our response to your complaint, you have the option to refer your complaint to the relevant external dispute resolution organisation in your area.

16. CONTACT US

You can contact us about this Privacy Policy using the following details:

Andy Riley
P: 0412 18 0301
E: andy@assistindustries.com.au