

Down Under Centre Employment Hub - Privacy Policy

Introduction

Your Privacy is of the utmost importance, we are therefore committed to safeguarding your personal information. That starts with helping you understand our privacy practices.

This policy describes the personal information we collect, how it is used and shared. Your choices regarding this information and applies to any users of our services.

Any reference in this policy to information or personal information is to “personal data” as defined under the General Data Protection Regulations.

Version 1.1

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Who we are

We are The Down Under Centre (DUC). The DUC Employment Hub is a division of the DUC UK. All references to “we” “our” “us” or “company” within this policy or within any opt-in notices are deemed to refer to The Down Under Centre Limited, (a company registered in England and Wales, company no. 08630664).

Our registered office is Staverton Court, Staverton, Cheltenham GL51 0UX, United Kingdom.

Data Controllers

For your reference, the data controller is:

The Down Under Centre (Company no. 08630664) trading office address: The Down Under Centre, 48 Haven Green, Ealing, London W5 2NX, United Kingdom.

In registering your details with The DUC Employment Hub, you have control regarding when you make your Personal Profile visible to the prospective employers who, to gain access to your information, will have signed a Privacy Agreement to confirm their acceptance of EU’s GDPR principles ie: to not pass on or outsource your information to any third party without your express permission.

Should you wish to use the services of the DUC’s allied service partners who all conform to GDPR, the contact is made by you thus in your control.

The personal information we collect

We collect the following categories of information:

1. Personal information you provide

For example, this information may be collected when you:

- Contact us about any of our services
- Create or update your account
- Subscribe to a newsletter
- Enquire

The type of information we collect from you may include:

- Name
- Email address
- Age
- Occupation
- Phone number
- Postal address
- Work experience
- Qualifications
- Criminal record
- Medical issues that might affect chances of migration
- General discussion about you i.e. if you have any family in Australia

2. Information created when you use our services

Analytics information

We use analytics tools to understand how users find, move around and interact with our website to continuously improve and optimise our service. We do not use personal information.

3. Information from other sources

We may collect information relating to you or products you purchase from us from other sources which may include:

Business partners who help us facilitate the services we provide, such as payment providers and email service providers.

How we use your information

Our main purpose in collecting your personal information is to provide you with the services you requested and those which we believe will improve your experience with us.

We may use your information in the following ways:

Skills Assessment Application

Visa Application

Job Applications

For your Skills Assessment application, we will need you to supply us with specific information required to submit your Skills Assessment and successfully obtain your Australian Qualification.

Profiling

We may analyse your information to create a profile about you in order to serve you with the most appropriate service. We may use additional information about you from other sources to help us to do this more accurately and efficiently.

We do not profile in any way that will put you at a disadvantage. We do not profile in any way using sensitive information (such as racial or ethnics origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, biometric data, data concerning health or data concerning a natural person's sex life or sexual orientation).

For example, we will promote our White Card course only to those in the construction industry who are required to obtain one.

Marketing communications and advertising

We may communicate with you about our products, services, promotions and news or, where applicable, relevant third parties services.

Verifying information

We may use or share your information with third parties to verify its accuracy as required for the purpose of your skills assessment , through reference checks with previous employers.

Legal proceedings and requirements

We may use the information we collect to investigate or address claims or disputes relating to your use of our services, or as otherwise allowed by applicable law.

Internal Job applicants

We ask for information from job applicants to assist with our recruitment process. The information will be used solely in connection with considering and acting upon an application. We may retain

your information, but only for the purpose of considering your application for our current or future available positions.

Information sharing and disclosure

We always treat your data with sensitivity and keep it secure. At times we share your information where you have given your explicit consent to do so.

Other parties that we share your data with include the Registered Training Organisations who will be assessing your Skills Assessment application.

External service providers and business partners

In order to perform or market our services to you, we may provide information to trusted third parties such as allied partner providers. We do this where you have given consent to do so. Where we provide your information for these purposes to a party that operates outside of the European Union we ensure that appropriate safeguards are in place.

We will not share your information with third parties for their direct marketing purposes without your consent.

With other members of the DUC Group

We may share your information with our other divisions to help us provide our services, conduct data processing on our behalf or to inform you of services carried out by our group which we think may be relevant to you. Those divisions are:

- DUC UK
- DUC NZ
- DUC Australia
- DUC Relocations

With relevant authorities

For legal reasons or in the event of a dispute, we may share your information when required or allowed to do so by the law.

With your consent

We may share your information other than as described in this policy if we notify you and you provide your specific consent for this purpose.

Safety and Security

We know how much data security matters to all our customers and we treat your data with the utmost care.

We adopt best practices and operate secure data networks protected by industry standard firewall and password protection to safeguard personal identifiable information. Sensitive data such as payment card information is secured by SSL Encryption. Our phone calls are also recorded when making payments over the phone.

Choice and transparency

Accessing and correcting your information

You have full access and control of the content of your Personal Profile on the Employment Hub which can be edited at any time.

Marketing Opt-Outs

You may opt-out of receiving marketing communications from us by contacting us at info@downundercentre.com, or writing to the Data Controller representative, The Down Under Centre, 48 Haven Green, Ealing, London W5 2NX, United Kingdom.

Please remember that if you change your preference it may take a short time for those preferences to become effective.

How long we keep your data for

We will only keep personal data for an appropriate period of time for the purpose(s) for which we are using it. This period will vary and be dependent on our contractual and legal requirements.

Your rights

You have the right to ask us to provide you with the personal information we may hold for you and what we are using this information for. This is known as a **“Subject Access Request”**. You also have the right to request that we delete your personal information. Upon receipt of such requests we will endeavour to respond to you as soon as possible, but at least within one week.

If you believe the personal information we hold for you is incorrect, please let us know and we will rectify this as soon as possible.

If you would like to exercise these rights, please contact us at info@downundercentre.com

If you are not happy with the manner in which we have used your personal information you have the right to complain to a statutory authority, in the UK this would be the Information Commissioner’s Office.