

Your Privacy

At The Finer Line, we are committed to protecting your privacy as an online visitor and user of our website. We only use the information we collect about you to maximise the services that we provide to you or to enable us to assess your eligibility for services or to provide our services that you have registered for.

The Finer Line respects the privacy and confidentiality of the information provided by you and adheres to the Australian Privacy Principles. Please read our Privacy Policy carefully.

You may change your details at any time by advising us in writing via email. All information we receive from our users is protected by our secure server. Our secure server software encrypts user information before it is sent to us. Furthermore, user data collected is secured against unauthorised use or access.

Collection and use of personal information

We receive and store information you enter on our website or give us in any other way from time to time. You may provide basic contact information such as your name, phone number, address, and email address to enable us to provide our services and we may also collect additional information at other times, including but not limited to, when you provide feedback, change your content or email preferences, respond to a survey, or communicate with our customer support or queries.

We may use personal information collected from you for the purpose of providing you with direct marketing material, updates regarding our website and information in the form of a newsletter. This will only apply if you have registered or subscribed to such publications by registering your details with us. However, if you wish to cease receiving any such information you may let us know either by email or unsubscribing at any time and your request will be actioned as soon as possible.

Individual profile and company details are not used for any other purpose. Details are only supplied to a third party supplier when it is required by law, for services which you have requested, to protect copyright, trademarks and other legal rights.

Some examples of personal and sensitive information we collect:

Information collected for Workforce Australia Participants includes:

- Name, last name, telephone, street address, suburb, postcode, state/territory, email address, date of birth
- Whether you are currently registered with an employment services provider
- Additional information required to match employers with appropriate programs and services

We may collect personal information from you when you:

- submit a webform
- deal with us over the telephone or over web chat
- register for our services at one of our offices

- e-mail us
- sign up for one of our newsletters
- participate in an online promotion
- provide us with feedback
- complete online surveys
- contact, comment on, post to, like or follow any of our social media channels
- ask us to contact you after visiting our website
- engage with our online and offline advertising
- Storage and security of your information

We strive to ensure the security, integrity and privacy of personal information submitted to our website is maintained, and we periodically update our security measures in light of current technologies.

All our data is securely stored and encrypted in accordance with our certification to the Australian Signal Directorate ISM standards.

General visitors to our site – Personal data

We respect the privacy of our online visitors. We may collect information on or through this website that can personally identify you. For example, we collect personally identifiable information which you volunteer to us to respond to visitor questions and comments about us and our programs and services, and to mail e-newsletters (“Personal Data”).

We will use all reasonable means to protect the confidentiality of your Personal Data while in our possession or control. We will not knowingly share any of your Personal Data with any third party other than our service providers who assist us in providing or storing the information and/or services we are providing to you. To the extent that we do share your personal information with a service provider, we would only do so if that party has agreed to comply with our privacy standards as described in this privacy policy.

Disclosure of Information

If you are eligible for our employment services, prospective Workforce Australia Participants’ information may be shared with relevant government departments as well as internally with relevant The Finer Line staff, matching each Workforce Australia Participant to the employment programs and services relevant to his/her circumstances.

If you are eligible for our employment and free recruitment services, employers’ information may be shared with relevant government departments as well as internally with relevant The Finer Line staff, matching employers’ recruitment requirements with the Workforce Australia Participants we have as clients.

In addition, we may from time to time, need to disclose certain information, which may include your Personal Data, to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.

Also, we may use your Personal Data where required, to protect the rights, property or safety of The Finer Line, its employees, users, or third parties.

Finally, if there is a change of control in one of our businesses (whether by merger, sale, or otherwise), or a sale or transfer of its assets, user information, which may include your Personal Data, could be disclosed to a potential purchaser under an agreement to maintain confidentiality, or could be sold or transferred as part of that transaction. And finally, we would only disclose your information in good faith and where required by any of the above circumstances.

Sensitive information

The Privacy Act 1988 (Cth) (“the Act”) regulates how personal and sensitive information is handled. Sensitive Information in the Act includes but is not limited to your financial information, work history, health, criminal record and other details. We do not access sensitive information via this website

Cookies

Our website uses cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google AdWords. These ads may appear on this website or other websites you visit.

A cookie is a small file placed in your web browser that collects information about your web browsing behaviour. Use of cookies allows a website to tailor its configuration to your needs and preferences. Cookies do not access information stored on your computer or any personal information (e.g. name, address, email address or telephone number). Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website.

Links

This website may contain links to other websites. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that we are not responsible for the privacy practices of such other websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personally identifiable information. This privacy statement applies solely to information collected by this website.

Third parties

We do not and will not sell or deal in personal or user information. We will never disclose your personal details to a third party except the necessary information required by providers of programs or services you have requested.

We may however use in a general sense without any reference to your name, your information to create marketing statistics, identify user demands and to assist it in meeting user needs generally. In

addition, we may use the information that you provide to improve our website and services but not for any other use.

Changes in Privacy Policy

As we plan to ensure our privacy policy remains current, this policy is subject to change. We may modify this policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on this website. Please return periodically to review our privacy policy.

If you have any questions or concerns at any time about our privacy, please contact us at info@thefinerline.com.au and we will respond within 48 hours.