

Highrise Talent (OS Talent Group Pty Ltd ACN 691 362 848, ABN 15 691 362 848) (“Highrise Talent”, “we”, “our”, or “us”) is committed to protecting the privacy of our clients, candidates, referees, and website visitors. We comply with the Privacy Act 1988 (Cth), including the Australian Privacy Principles (APPs).

This Privacy Policy explains how we collect, use, store, disclose, and protect personal information in connection with our recruitment and talent-acquisition services.

1. What Personal Information We Collect

We may collect the following types of personal information:

1.1 Candidates

- Name, contact details, address, email, phone number
- Resume, qualifications, employment history
- Skills, experience, and career preferences
- Right-to-work documentation
- Professional references and referee contact details
- Interview notes and assessment information
- Salary expectations and employment conditions
- Any other information you choose to provide

1.2 Referees

- Name, contact details, position, relationship to candidate
- Reference feedback and statements
- Consent to provide a reference

1.3 Clients and Business Contacts

- Name, job title, company details
- Contact information (email, phone, business address)
- Role requirements and hiring needs
- Billing, invoicing, and financial information

1.4 Website Visitors

We may collect basic usage data such as:

- IP address
- Browser type
- Pages visited
- Cookies and analytics information

2. How We Collect Personal Information

We collect personal information through:

- Job applications submitted via our website, email, or third-party platforms
- Direct communication (email, phone, SMS, LinkedIn, in-person meetings)
- Reference checks
- Client consultations and job briefings
- Candidate registrations
- Website contact forms
- Publicly available sources (e.g., LinkedIn, job boards)
- Candidate referrals from third parties

Where lawful and practical, we collect information directly from you.

If collecting information about you from a third party, we do so only where you have consented or where reasonably expected for recruitment purposes.

3. Why We Collect and Use Personal Information

We collect and use personal information for the following purposes:

- Providing recruitment, staffing, and talent-acquisition services
- Assessing candidate suitability and experience
- Conducting interviews, screening, and reference checks
- Communicating with candidates, clients, and referees
- Matching candidates with suitable employment opportunities
- Fulfilling contractual obligations with clients
- Maintaining business relationships
- Marketing our services (you may opt out at any time)
- Complying with legal obligations and industry requirements

4. Disclosure of Personal Information

We may disclose personal information to:

- Prospective employers and clients (with your consent)
- Referees and third parties when verifying information (with your consent)
- Background-check services (where required and agreed)
- IT service providers, CRM/ATS systems, and secure cloud-hosting platforms
- Legal, financial, or regulatory authorities where required by law

We do not sell, rent, or trade personal information.

We only share information necessary for recruitment activities, and only after obtaining candidate or referee consent.

5. Referee Information

When conducting references, we collect:

- Your name, role, and relationship to the candidate
- Feedback and comments you voluntarily provide
- Consent to record and share your feedback

We may share a written summary of the reference with the prospective employer.

We do not share your private contact details unless you provide explicit, recorded consent.

6. Storage and Security

We take reasonable steps to protect personal information from:

- Unauthorised access
- Loss, misuse, modification, or interference
- Disclosure to unauthorised parties

Security measures include:

- Encrypted cloud storage and CRM/ATS systems
- Password protection and role-restricted access
- Secure data transmission
- Staff training on privacy compliance

7. Overseas Disclosure

We may store some information using secure cloud-based services located overseas (such as AWS, Google Cloud, or ATS providers).

Where this occurs, we take reasonable steps to ensure those providers comply with privacy standards equivalent to the APPs.

8. Access and Correction

You have the right to:

- Request access to the personal information we hold about you
- Request corrections or updates to that information
- Request deletion of information where lawful

To request access or changes, contact us using the details below.

We may require identity verification before responding.

9. Cookies and Website Analytics

Our website may use cookies and analytics tools (such as Google Analytics) to improve performance and user experience.

You can disable cookies in your browser settings, although some website functions may be affected.

10. Direct Marketing

We may occasionally send updates, service information, or recruitment insights.

You can opt out at any time by using the unsubscribe link or contacting us directly.

11. Data Retention

We retain personal information only as long as needed for recruitment purposes or as required by law.

Candidates may request deletion at any time, subject to legal and auditing requirements.

12. Complaints

If you believe we have breached the Australian Privacy Principles, please contact us immediately.

Email: owen@highrisetalent.com.au

Phone: (+61) 0434 875 360

Address: Office 3783, Ground Floor, 470 St Kilda Rd, Melbourne VIC 3004

We will investigate your complaint and respond promptly.

If you are unsatisfied, you may contact the Office of the Australian Information Commissioner (OAIC).

13. Updates to This Policy

We may update this Privacy Policy occasionally to reflect changes in business practices or legal requirements.

Updates will be published on this page with a revised “Last Updated” date.

14. Contact Us

If you have any questions about this Privacy Policy or how we handle personal information, please contact:

Highrise Talent

Email: owen@highrisetalent.com.au

Phone: (+61) 0434 875 360

Address: Office 3783, Ground Floor, 470 St Kilda Rd, Melbourne VIC 3004