

Yorkcross Pty Ltd's Privacy Policy

1. Your Privacy Rights

Yorkcross Pty Ltd (ABN 24 003 323 206) is committed to managing your personal information in an open and transparent way. To that end, the company has a privacy policy and operational practices that take full account of the Australian Privacy Principles. Yorkcross Pty Ltd has opted-in to the *Privacy Act 1988* and will comply with that Act and its privacy protection framework when handling personal information. Personal information is understood to be information that identifies explicitly or inferentially an individual, whether by name, job title, home or work address, telephone number, email address, work or personal relationship or any other factor.

2. Scope for anonymous and pseudonymous communication

Yorkcross Pty Ltd maintains two publicly accessible online databases, one on the www.jobmarkets.com.au website and the other on the www.whatjobspay.com.au website. Each website has freely available information about the site's database contents and terms and conditions, and viewing that information does not require the identification of site visitors, beyond what the external hosting company collects for its IT infrastructure to interact with a visitor's computer/network, smart telephone, or other electronic device.

Visitors to the websites wanting to obtain a report or reports with the parts of the database content they have nominated will need to identify themselves on www.paypal.com/au when they pay for their report/s through the PayPal service provided by PayPal Australia Pty Limited. Details about the visitor's identity and their payment are then held on the highly secure PayPal website. After payment is confirmed, Yorkcross Pty Ltd obtains from www.paypal.com/au the name and address of the payer and the amount paid and generates in real-time a tax invoice that is compliant with Australian taxation law. The tax invoice is supplied as a PDF file, and Yorkcross Pty Ltd retains a copy of the tax invoice information on the PayPal website.

An individual initiating email, postal and telephone communication with Yorkcross Pty Ltd may or will require identification to permit an enquiry or feedback to be acknowledged and/or addressed satisfactorily. Any electronic or

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paper record of email or postal communications which is retained for the company's internal records is held securely* on Yorkcross Pty Ltd's computers, or the external provider of email hosting, and/or in an office file, and will be accessible only to the company's employees. [* Please see section 10.]

3. Collection of solicited information

Yorkcross Pty Ltd asks for personal information, such as contact name, postal or email address, or telephone number, for the following purposes: (1) to supply what the company calls pre-paid credits to approved individuals and organisations obtaining reports from one or both online databases on www.jobmarkets.com.au and www.whatjobspay.com.au and to keep records of that supply; (2) to enable the company to provide a labour market consultancy service to individuals or organisations that are interested in contracting with the company in that regard; and (3) to enable Yorkcross Pty Ltd's employees to liaise with the appropriate person in the insurance company or law firm that has requested an expert opinion report. Information collected by Yorkcross Pty Ltd for these purposes is accessible only to the company's employees.

4. Dealing with unsolicited personal information

The scope for Yorkcross Pty Ltd receiving unsolicited personal information is limited to an individual who initiates, on their own behalf, or for their employer or for their own or their employer's client, any email, postal and/or telephone communication with Yorkcross Pty Ltd that leads to disclosure of personal information about that individual or another individual. An electronic or paper record of such email or postal communication may be retained for the company's internal record when further communication is foreshadowed or requested by either party, in which case it will be held securely* on Yorkcross Pty Ltd's computers, or the external provider of email hosting, and/or in an office file. That record is accessible only to the company's employees. [* Please see section 10.]

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5. Notification of the collection of personal information

Yorkcross Pty Ltd may become aware of personal information when receiving and responding to formal or informal requests from individuals and organisations seeking published and/or unpublished statistical and other data, analysis and commentary about the labour market, job and worker characteristics, the employment outlook and earnings for occupations, within industries and in specific geographic locations, and/or an employee's expert assessment of an identified individual's qualifications, work and earnings history and other matters related to claims of past and future economic loss.

Use and retention of any personal information made available to Yorkcross Pty Ltd is, in some instances, necessary in order to provide a consultancy service to individuals and organisations, and it is required when an employee prepares an expert opinion report at the request of an insurance company or a law firm acting for a party or parties to legal action. Personal information that is notified through these pathways and retained is held securely* on Yorkcross Pty Ltd's computers, or the external provider of email hosting, and/or in an office file, and is accessible only to the company's employees. [* Please see section 10.]

6. Use or disclosure of personal information

The personal information that is given to Yorkcross Pty Ltd to enable it to provide e-commerce access to contents of the company's two online databases, a consultancy service for individuals and organisations, and an expert opinion report for insurance companies and law firms is retained solely for the company's internal record of the provision of that access, service or report. It is not made available to any other entity, except in the event of service of a legal subpoena which requires disclosure.

7. Direct marketing

From time to time, Yorkcross Pty Ltd may email its existing clients to advise them of changes to the pricing and access arrangements for the online databases and forthcoming enhancements. Names, job titles and email

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addresses, obtained from earlier email correspondence, are usually the only types of personal information that may be used in the company's direct marketing to its existing clients, whether they are individuals or organisations.

8. Cross-border disclosure of personal information

Yorkcross Pty Ltd is an Australian company that operates only in Australia. It has no cross-border business activities that collect or require personal information and thus has no personal information to disclose.

9. Quality of personal information and correction of personal information

The personal information that Yorkcross Pty Ltd becomes aware of through the PayPal payment system in connection with the company's e-commerce operations of its online databases is accepted in good faith and taken at face value. Likewise, the personal information given to Yorkcross Pty Ltd by individuals and organisations that obtain pre-paid credits for the online databases or that use its labour market consultancy service is also accepted in good faith and at face value, and so is the personal information given by insurance companies and law firms in relation to obtaining an expert opinion report from an employee of the company. Should Yorkcross Pty Ltd be advised in writing that some or the whole of that personal information is incorrect, out of date or misleading, the company will erase or alter any relevant record it holds, issue an amended or supplementary report to the insurance company or law firm that commissioned the earlier report, and/or undertake any other action the company deems necessary, within two working days for straightforward changes and within a reasonable period for those that are not straightforward.

10. Security of personal information

The personal information Yorkcross Pty Ltd obtains through the conduct of its business activities is held securely on Yorkcross Pty Ltd's computers, or the

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external provider of email hosting, and/or in an office file, and it will be accessible only to the company's employees. A high level of electronic security is maintained for the company's computers with the long-established and trusted anti-virus proprietary software used for the computer firewall and for Internet browsing and website access. The providers of email hosting and cloud backup for the company's computers have their own very high level of electronic security, as does the PayPal payment system.

11. Access to personal information

Should an individual seek access to their personal information that is held or believed to be held by Yorkcross Pty Ltd, access will usually be provided through an emailed PDF file within two working days, but only after the individual has supplied satisfactory identification or given the details of a third party (such as the individual's current or previous employer or another independent source) who can confirm the individual's identification. No other access to the personal information held by Yorkcross Pty Ltd will be provided except in response to a legal subpoena that requires disclosure.

12. Complaints about perceived breaches of the Australian Privacy Principles

An individual who believes Yorkcross Pty Ltd has, or might have, breached one or more of the Australian Privacy Principles may lodge a complaint directly with the Office of the Australian Information Commissioner by phone 1300 363 992, mail GPO Box 5218 Sydney NSW 2001, online www.oaic.gov.au > Contact us > online enquiries, or fax 02 9284 9666.

Yorkcross Pty Ltd
GPO Box 2171 Sydney NSW 2001
Phone 02 4332 6910
rodneystinson@bigpond.com