

## **Background**

MAX Solutions is bound and obligated to the Australian Privacy Principles contained in the Commonwealth Privacy Act 1988 incorporating the Privacy Amendment (Enhancing Privacy Protection) Act 2012. We are obligated to these requirements with the Federal Government.

MAX Solutions may review and update this Privacy Statement to take account change in law, business operations and to remain appropriate to Federal Government contracts.

## **Collection of Personal Customer Information**

MAX Solutions collects personal information about customers before and during the course of a customer's servicing arrangements to enable to delivery of programs delivered by MAX Solutions including but not limited to jobactive, Disability Employment Services (DES), and National Disability Insurance Scheme (NDIS).

Certain laws and contractual provisions relating to operations of the abovementioned programmes require information to be collected and to legally discharge our Government contractual duties.

Customer health records are classified as sensitive information within the terms of the abovementioned Australian Privacy Principles.

Customer records will be retained by MAX Solutions for a length of time as stipulated by their various legislative requirements at which time the records are destroyed. Complaints and disputes records are maintained until matters have been sufficiently resolved.

## **Sharing of Information and Disclosure**

MAX Solutions may occasionally disclose personal information to potential Employers, Government Departments, and specialist professionals in accordance with the abovementioned programmes.

We may disclose your personal information to third parties in limited circumstances authorised under the abovementioned Commonwealth Privacy Act 1988.

In conjunction with the **MAX Solutions Child Safety and Wellbeing Policy** and the **National Principles for Child Safe Organisations** MAX Solutions prioritises the safety and wellness of children and young people. Staff and volunteers have been trained to recognise and respond to neglect, grooming and other forms of harm, provide appropriate support to children and young people in such instances and meet mandatory legal reporting requirements at a State and Commonwealth level in regards reporting of Child Abuse and Neglect.

All parties must comply with the abovementioned policy and the MAX Solutions Privacy Policy. Without this information we may not be able to provide our services and programs to customers.

## **Access**

Customers may contact their local MAX site or our National Support Centre via [privacy@maxsolutions.com.au](mailto:privacy@maxsolutions.com.au) to access personal information collected about them. Written requests will receive acknowledgment within 3 business days. Record requests will be provided within allowable legislated timeframes. As a general guide this is within 28 calendar days. If initial access is denied you may seek access through Freedom of Information (FOI) legislation.

Your request should be directed to the FOI section of the [Department of Education, Skills and Employment](#) website (for jobactive) [Department of Social Services](#) (for DES) or [National Disability Insurance Scheme \(NDIS\)](#).

MAX Solutions does not disclose personal information of others such as doctors or emergency contacts to third parties. However, we encourage you to inform them if you are disclosing this information to us.

## **Employers**

Information collected by MAX Solutions from employers is limited to that which is necessary to assist in providing recruitment services and/or access to Departmental services and/or programs. This information is managed in accordance within the terms of the Commonwealth Privacy Act 1998 and Australian Privacy Principles.

## **More Information**

Should you have a general enquiry or complaint regarding your privacy you are invited to contact us via [privacy@maxsolutions.com.au](mailto:privacy@maxsolutions.com.au). For general matters you can also contact us via our website [www.maxsolutions.com.au](http://www.maxsolutions.com.au). Please be advised if you are not satisfied with how a privacy matter has been handled you may elect to direct your concerns to the [Office of the Australian Information Commissioner](#).