

Privacy notice for AFCA's recruitment process

The *Privacy Act 1988 (Cth)* requires the Australian Financial Complaints Authority Ltd (ABN 38 620 494 340) ("AFCA") to inform an individual about certain matters when we collect your personal information.

This notice relates to the collection and handling of your personal information when you apply for a role with AFCA and during our recruitment process.

The personal information we collect, use and disclose

The type of personal information that AFCA will generally collect includes:

- identity and contact information,
- information about your work experience and remuneration
- information about your education and qualifications,
- your citizenship status or proof of right to work, if applicable,
- other information you choose to inform us about, and
- other relevant personal information we may require.

AFCA requires this information to assess your job application. If we do not have this information or the information you give us is inaccurate, we will not be able to properly consider whether you are an appropriate candidate for a role at AFCA.

We will usually collect this information from you. We will also collect relevant information we require from third parties, such as your job referees or for background checks.

By applying for a job at AFCA, you authorise us to disclose your name and contact information to Xref Limited ([Xref](#)) and Kinatico Ltd ([CVCheck](#)) for the purpose of conducting job reference checks and background checks.

We will only engage Xref's and CVCheck's services if you progress in our recruitment process. Both Xref and CVCheck have privacy obligations when handling your personal information to provide their service, and their privacy policies are on their website. If you do not consent to AFCA using Xref and CVCheck to process your job application, we may not be able to progress your application.

AFCA also uses third-party service providers to process your application information. Most of your data will be processed within data centres located in Australia. For specific services, your data may be processed through data centres located in the US, Poland and the Netherlands.

If you are successful with your application

If AFCA offers you a role and you accept, you will be required to give us more information to process your employment, such as your tax information and your photo. We may also require your health and medical information to provide you with any reasonable adjustments you may require for your role.

The information we collect about you through this application process and to process your employment will form part of your AFCA employee record.

Not providing us with any reasonable additional information we require may have consequences for how we can process your employment.

If you are unsuccessful with your application

If you are not successful with your application with AFCA, we will generally retain your application for two years.

If AFCA used the services of [Xref](#) and [CVCheck](#) to consider your job application, Xref and CVCheck will retain your personal information in accordance with their privacy policy, and this may be for longer than two years. We may access your personal information held by Xref and CVCheck but only if reasonably necessary for our functions and activities and consistent with our privacy obligations.

Unless you tell us otherwise, we will also use your application information to consider your suitability for future roles at AFCA. If we consider you suitable for a future role, we will invite you to apply for that role.

More information about how AFCA handles personal information

Information about how AFCA generally handles personal information is set out in our Privacy Policy available [here](#).

Our Privacy Policy includes information on how an individual can access or correct their personal information that AFCA holds. It also sets out how an individual can make a complaint about how AFCA has handled their personal information.

If there are any questions about how AFCA handles privacy, please contact AFCA's membership team or send an email to AFCA Privacy at privacy@afca.org.au.