



# QSuper Group Corporate Privacy Policy

At QSuper<sup>1</sup>, we take protecting your privacy very seriously. As part of our commitment to protect your personal information to the highest standard, we have policies in place that we strictly follow when we manage and use your information.

## Who should read this Policy?

Our *Corporate Privacy Policy* provides general information for job applicants, employees, contractors, consultants, providers of goods and/or services and their representatives, and QSuper Group board and committee members.

Just so you know, we may review and make changes to this Policy from time to time to keep up to date with changes in the law. And after any changes are made, we'll manage your personal details in line with the updated Policy.

## What kind of personal information do we collect and why?

It's pretty straightforward. We'll only collect and hold personal information if we need it for our business activities (or other directly related purposes). These activities include:

- to determine your suitability for a position in the QSuper Group
- to manage employee and office holder records
- to arrange and manage the supply of goods or services.

If you apply for a job with us via the Careers page on our website, our online recruitment services provider Oracle Corporation Australia Pty Ltd, will collect your personal information and give it to us. Oracle Corporation Australia Pty Ltd has its own privacy policy, which you can read online at [oracle.com/us/legal/privacy/services-privacy-policy/index.html](http://oracle.com/us/legal/privacy/services-privacy-policy/index.html)

Personal information about you that we may collect and hold includes:

- name, date of birth, contact details and documents to help confirm your identity and residence status
- employment history, resume, qualifications, training, references, psychometric test results and background checks
- bank account details and tax file number.

If you're an employee, the personal information we hold about you also includes remuneration, performance and leave information, and training records.

<sup>1</sup> In the context of this Policy, the QSuper Group comprises the QSuper Board (ABN 32 125 059 006), QInvest Limited (ABN 35 063 511 580), QSuper Limited (ABN 50 125 248 286), One QSuper Pty Limited (ABN 90 601 938 774) and QInsure Limited (ABN 79 607 345 853).

Information is stored by us, and our authorised service providers, in both paper and electronic form. The only people who can access your information are authorised staff and authorised service providers.

## How is my personal information collected?

We'll collect your personal information:

- directly from you, as much as possible, through documents, telephone calls and other communications
- from third parties such as referees, previous employers and background checking agencies with your consent.

## How is my personal information collected online?

You've probably heard of cookies but may not know what they do. Put simply, cookies are small text files that that may be stored on your computer when you access our websites.

Most internet browsers allow you to accept or block cookies, but if you block cookies you may not be able to use some of the features on our websites. Cookies that you accept can be deleted in two ways: automatically when they expire, or by manually deleting them through your internet browser.

Just keep in mind that when you use our websites, you consent to the use of cookies as explained in this Policy. And those cookies collect information on how you use our websites. You can simply disable cookies if you don't want to accept cookies on your computer from our websites.

We use cookies to:

- Make our websites easier to use.
- Store your user preferences.
- Track usage by using third party service providers to collect information about how our websites are accessed and used. We use this information to improve our website layout, content and services.
- Provide you with targeted content or advertising once you leave our websites through the use of third party cookies that are sent to your computer when you use our websites. These cookies collect information about your website usage and send it to a third party ad server which may be offshore. The server uses that information to deliver targeted advertising to you when you visit third party websites that display ads associated with the third party service provider. The cookies may also gather information that may allow us to identify you.

To find out how to opt out of Google's use of cookies, visit the Google Ads Preferences Manager. To find out how you can opt out of a third party vendor's use of cookies, visit the Network Advertising Initiative opt out page.

## What happens if I don't provide the personal information you ask for?

While you're not required by law to give us certain personal information (including your tax file number), we may not be able to consider you for a QSuper Group position if you choose not to.

It's important for you to know that if you don't give us your tax file number, we may have to withhold a higher level of tax from your salary payments.

## How is my personal information used and when is it disclosed to others?

We'll only use and disclose your personal information for the purposes that it was collected for, or if one of the following applies:

- you've consented to the use or disclosure
- it's necessary to lessen or prevent a serious or imminent threat to somebody's life, health, safety or welfare
- it's required or authorised by law
- if necessary for law enforcement purposes, court or tribunal proceedings, or to carry out court or tribunal orders.

We may disclose personal information to our service providers and others, including:

- recruitment agencies
- payroll service providers
- background checking agencies (with your consent)
- training organisations
- our professional advisers including auditors and legal advisers.

Some of our service providers may be located overseas, or perform all or part of their contracted services from an overseas location. We make sure they're under strict controls, including contractual obligations, so your personal information is protected from unauthorised use or disclosure.

These service providers or relevant operations may be located in the USA and the United Kingdom.

## Can I access or amend my personal information?

If we hold personal information about you, you may request access to it. You can also apply to change your personal information if you think it's inaccurate, incomplete, out of date, or misleading.

Requests are free, and are normally handled within 25 days. There may be legal or administrative reasons to deny or decline some access and change requests, in which case we'll let you know the reasons why.

If you want to access or change your information, you'll just need to write to our Privacy Officer and let them know what personal information you require or wish to change. Please also let them know your return address so they can send you what you need. Before handling your request, we'll need to confirm your identity.

## How do I make a complaint about the way my personal information has been collected, used or disclosed?

If you believe we haven't dealt with your personal information in accordance with privacy law, you can make a complaint to us. You'll just need to give us the full details of your complaint and your contact details. To make a privacy complaint call us on 1300 360 750 or send a written complaint to: Privacy Officer, QSuper, GPO Box 200, Brisbane, QLD 4001.

We'll process and respond to your complaint within 30 business days from when we receive it. If you're not satisfied with our response, you may make a complaint to the relevant Privacy Commissioner. For more information about the privacy complaints procedures, please contact us.

### Need some help?

If you have any questions about this Policy or your privacy, you can call us on **1300 360 750**, visit our website at **qsuper.qld.gov.au** or visit the QInvest website at **qinvest.com.au**. You can also contact our Privacy Officer at the address above.