

# Grand River Personnel

## Privacy Policy

Grand River Personnel respects the privacy of individuals in all aspects of our business operations. We have a longstanding commitment to protecting the personal information of jobseekers when providing services to our clients. Your personal information is only collected, used and disclosed by Grand River Personnel in accordance with this Privacy Policy.

### **WHY DO WE COLLECT PERSONAL INFORMATION?**

As a job seeker using Grand River Personnel's services, you are asked to provide certain pieces of information in order for us to provide you with the best possible service. In addition to your contact details, your résumé, and a description of the type of work you are looking for, your file may include the following:

- Our interview notes.
- Information obtained through reference and background checks.
- Educational records.
- Reference letters.
- Skill testing results.
- Salary.
- Peer and supervisor contact information.
- Preferences regarding employment.
- A summary of each relevant interaction between you and your Staffing Manager/Account Manager.

For temporary staffing arrangements, we also require the following:

- Information required to provide payroll services, including banking details, tax deductions and vacation allowances.
- Information about you and your beneficiaries, as required, to enrol in our benefits packages.

We use your information to:

- Understand your qualifications, needs and preferences.
- Find the best job opportunities for you that will give you the job satisfaction you are looking for.
- Fulfill our clients' requests for information about job candidates.
- Provide you with appropriate training or career transition services.
- Assess and develop our business and operations to better service job seekers and our clients.
- Provide payroll and other HR functions to you, for temporary staffing arrangements.

Grand River Personnel never collects more personal information than is needed to fulfill these purposes, unless requested by the client and consented to by the job seeker.

### **WHEN DO WE DISCLOSE PERSONAL INFORMATION AND TO WHOM?**

Your personal information is never traded, sold or leased by us to any external companies. Your information is only disclosed for Grand River Personnel's legitimate business purposes or as required to meet legal and regulatory requirements, for example to comply with a court order.

In the normal course of business, we disclose your personal information to our clients when we feel there is a potential for a job placement. As a job seeker, you are relying on us to share such information. We only provide your information to employers if there is a job opening that is well-suited for you, and we only provide information required and requested to make an informed decision regarding a job candidate.

We may share information with our affiliates, partners, contractors or other companies (collectively "representatives") that we use to provide full staffing services. However, we only disclose limited information as required for the function that will be performed by the representative on our behalf. We also ensure that every contract we enter into with a representative clearly outlines the representative's obligation to protect your personal information and live up to the principles of privacy.

Examples of companies we share your limited personal information with include:

- Organizations that perform background checks including criminal, educational and credit checks as required by the client.
- An outsourced payroll service provider, for temporary staffing arrangements.
- Employee testing centres.

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### **HAVE YOU CONSENTED?**

Having read this policy and by using our services and providing us with your personal information, we imply your consent to the collection, use and disclosure of your personal information as specified herein.

Wherever possible and when necessary, we obtain your express consent for particular uses and disclosures. For example, we obtain your express, written consent before releasing your information to a third party who provides background checks on potential employees.

We imply your consent if we feel we are using your personal information for purposes that are obvious to you. For example, if you list the names and phone numbers of your previous employers on your résumé for reference checking purposes, we will not seek your express consent before checking these references.

### **HOW LONG IS YOUR INFORMATION RETAINED?**

We retain your information as long as we are required by law.

### **HOW DO WE KEEP YOUR PERSONAL INFORMATION SECURE?**

We have staff procedures and policies in place to ensure that your personal information, in both paper and electronic format, is secure. For example, we require the following:

- Grand River Personnel employees carry security cards to enter the premises, and all others are escorted.
- Files are kept in secure cabinets.
- Access to electronic and paper files is limited on a need-to-know basis depending on job function.
- Password selection criteria and expiry make unauthorized access more difficult.
- Staff training on the importance of privacy and security is undertaken regularly.

Through our website, you can ask questions about our services, and provide information about yourself, such as your résumé. To secure the transfer of personal information, Grand River Personnel has obtained a Secure Socket Layer (SSL) Server Certificate. Thus, personal information entered through our site is collected within a secure page, such that it is encrypted while being transferred to a password protected server equipped with an enterprise firewall. If you provide personal information to us via unencrypted e-mail you should be aware of the inherent risks of interception over which we have no control.

### **HOW CAN YOU ACCESS YOUR PERSONAL INFORMATION AND CHECK ITS ACCURACY?**

Grand River Personnel relies on the information provided by you, as well as third parties such as those providing references, educational institutions or those conducting background checks. You may at any time make a written request for access to your personal information. Upon payment of a small administrative fee, we will provide you with a copy of the personal information we have on file.

Grand River Personnel strives to maintain accurate records of your personal information, however, this cannot be achieved without your help. In this ongoing effort, we ask you to provide us with your most up to date information. Write to the address below and let us know of any personal information you have given us in the past that is incomplete, inaccurate, or no longer relevant. It will be our pleasure to make appropriate modifications.

### **CONTACT US WITH ANY QUESTIONS OR CONCERNS**

Grand River Personnel takes full responsibility for the management and confidentiality of the personal information it collects. If you have any concerns about this policy, or feel that Grand River Personnel is not abiding by it, please write to:

Linda R. Dancy C.H.R.P., Privacy Officer  
Grand River Personnel  
842 Victoria Street North Unit #16  
Kitchener ON N2B 3C1

Email: [privacy@grandriverpersonel.ca](mailto:privacy@grandriverpersonel.ca)

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### **GRAND RIVER PERSONNEL - CANDIDATE CONSENT FORM**

*Personal Information is defined as any information that identifies a candidate as an individual, including but not limited to a candidate's contact details, résumé, information obtained through reference and background checks, interview notes about you, educational records, reference letters and skill testing results.*

I consent to the collection of my personal information, as requested by Grand River Personnel, and understand that this information will be used strictly for the purpose of assisting me in finding a suitable employment opportunity. I further consent to the disclosure of such personal information to:

1. Grand River Personnel's clients when, in Grand River Personnel's exclusive discretion, the client may provide me with suitable employment; and
2. To the extent necessary, Grand River Personnel's representatives (including affiliates, partners, contractors) who assist Grand River Personnel in providing me with full staffing services.

I permit Grand River Personnel to conduct an employment search on my behalf and acknowledge consent of Grand River Personnel to collect; store and use the gathered information for their search purposes on my behalf. I acknowledge that I accept Grand River Personnel's Privacy Policy as available on their website and at their office.

I further consent to the retention of my personal information by Grand River Personnel as long as I am using the company's placement services. In the event that I wish to withdraw my consent to the use, disclosure and retention of my personal information, I understand that it is my responsibility to inform Grand River Personnel in writing, at which time I will be informed by Grand River Personnel whether and how such withdrawal will affect the services being provided to me.

I further understand that some of your clients may request criminal/security/credit checks, and may require my personal information for contact and/or security purposes. I have completed and signed the section below to give consent to Grand River Personnel to release this information to their clients upon hire.

I fully understand the above consent statements and am entering into them voluntarily, as certified by my signature below.