ALOR GROUP

Privacy Policy & Collection Statement

How we collect, use and protect personal information across our recruitment and workforce services.

Respecting privacy.
Protecting information.
Building trusted partnerships.

Alor

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INTRODUCTION

Alor Group is committed to protecting the privacy of individuals whose information we handle in the course of providing specialist recruitment, workforce and related services. This Privacy Policy and Collection Statement explains how Alor Group collects, holds, uses and discloses personal information. It applies to candidates, employees, contractors, clients, prospective clients, referees, suppliers, website visitors and other individuals who engage with us. We handle personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles, where applicable. Alor Group Pty Ltd (ABN 75 695 328 057) is responsible for the personal information covered by this policy. For privacy enquiries or correspondence, please contact us governance@alorgroup.com.au.

INFORMATION WE COLLECT

The information we collect depends on your relationship with Alor Group and the services we are providing. For candidates, employees and contractors, this may include contact details, address, date of birth, resume, employment history, statements of service, qualifications, professional registrations, licences, work rights, availability, location preferences, remuneration expectations and career objectives. We may also collect interview notes, screening outcomes, referee details and references, as well as information required to support recruitment, placement, onboarding, payroll and ongoing workforce engagement.

As a specialist healthcare recruitment business, we may collect information needed to assess clinical suitability, verify credentials and meet client, regulatory and legislative requirements. This may include AHPRA registration, police checks, working with children checks, immunisation and vaccination records, BLS and First Aid certificates, professional indemnity insurance, right to work documentation and relevant specialty competencies and client specific credentialing. For clients, we may collect contact details, organisational information, vacancy details, workforce plans, recruitment processes and service requirements. For referees, we may collect contact details, your professional relationship with a candidate and the information you provide as part of a reference check.

Some information we collect may be sensitive information, including health information, criminal history information or workplace-adjustment information. We collect sensitive information only where it is reasonably necessary for our recruitment or workforce services, with your consent, or where otherwise permitted or required by law.

HOW WE COLLECT INFORMATION

Where practicable, we collect personal information directly from you. This may occur when you register with Alor Group, apply for a role, provide a CV, join our talent pool, complete a website form, participate in an interview or onboarding process, or communicate with us by email, phone, text message, social media or video call.

We may also collect information from referees, former employers, clients, professional bodies, credentialing providers, publicly available professional sources and government agencies. We will do so where you have authorised us, where you would reasonably expect us to, or where permitted by law. If you do not provide information we reasonably require, we may be unable to assess your suitability, represent you for an opportunity, complete a placement or engagement, provide a requested service, or meet our legal, client or compliance obligations.

HOW WE USE AND DISCLOSE INFORMATION

We use personal information to provide recruitment, workforce and staffing services. This includes:

- Assessing candidate suitability and matching individuals with relevant opportunities;
- Presenting candidate profiles to clients and arranging interviews;
- Undertaking reference checks, credentialing, compliance verification and onboarding;
- Managing placements, payroll and workforce administration;
- Communicating with candidates, clients and referees; and
- Meeting legal, regulatory, contractual, insurance and professional obligations.

We may also use personal information to manage and improve our business and services, respond to enquiries, resolve complaints or disputes, and provide relevant job alerts, market updates, service information and event invitations.

We may disclose personal information to clients and prospective clients where relevant to a role, placement or workforce requirement. We may also disclose information to referees, credentialing and verification providers, recruitment and onboarding platforms, payroll providers, insurers, professional advisers, auditors and government or regulatory bodies where required, authorised or permitted by law.

OUR SYSTEMS AND WEBSITE

Alor Group uses recruitment and workforce systems to manage candidate, client and compliance information. These may include JobAdder for candidate registrations, vacancy requests and job applications; HealthPass for onboarding and credentialing; Referoo for reference checking; and other systems reasonably required to deliver our services. When you visit our website, we may collect limited technical information such as your IP address, browser type, device information, pages viewed, and the date and time of your visit. This helps us operate, secure and improve our website. Our website may use essential cookies and analytics tools. We do not currently use advertising or behavioural-tracking cookies. You can manage cookies through your browser settings, although doing so may affect some website functionality.

DIRECT MARKETING

We may send you information about relevant opportunities, services, events or market updates where permitted by law. You can opt out at any time by using the unsubscribe option in a message, replying to us, or contacting us at governance@alorgroup.com.au.

OVERSEAS DISCLOSURE

Some of our service providers may store or process personal information outside Australia. Where this occurs, we will take reasonable steps to ensure overseas recipients handle personal information in accordance with the Australian Privacy Principles or a substantially similar privacy framework, unless an exception under privacy law applies.

SECURITY AND RETENTION

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification and disclosure. Our safeguards may include secure cloud-based systems, access controls, password protection, staff training, secure disposal practices and appropriate requirements for service providers. We retain personal information only for as long as reasonably necessary for recruitment, workforce, legal, regulatory, insurance, contractual and legitimate business purposes. When information is no longer required, we will securely destroy or de-identify it where lawful and practicable.

ACCESS, CORRECTION AND COMPLAINTS

You may request access to the personal information we hold about you, or ask us to correct information that is inaccurate, out of date, incomplete, irrelevant or misleading. To make a request, contact our Privacy Officer at governance@alorgroup.com.au. We may need to verify your identity before responding. If you have a concern about how we have handled your personal information, please contact us at the same address. We will acknowledge your complaint, investigate it and aim to provide a written response within 30 days. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner at www.oaic.gov.au or on 1300 363 992.

DATA BREACHES

If we become aware of a suspected or actual data breach, we will take appropriate steps to contain, assess and respond to it. Where required by law, we will notify affected individuals and the Office of the Australian Information Commissioner of an eligible data breach.

CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time. The current version will be available on our website and will include its effective date.

Effective date: 1 October 2026
Last reviewed: 1 October 2026