

# Woolworths Group Recruitment Privacy Notice

**At Woolworths Group, we create better experiences together for a better tomorrow. We aim to deliver a great candidate experience and make it easier and quicker for you to apply for opportunities with us.**

Part of our recruitment process involves collecting information about you. We respect your privacy and it is important that we tell you how we collect and use your personal information.

We've summarised the key points below, but please read on to learn more, and see our [Team Member Privacy Notice](#) for full details.

- **Information we collect:** Woolworths collects a range of personal information about candidates, including your contact details, work history, identification documents, interview responses, notes and insights, and where relevant, sensitive information like health information, diversity data and criminal history.
- **Information use and sharing:** Your information is used for recruitment, employment, and diversity purposes. It may be shared with third party service providers, partner entities, and others, as necessary, some of which may be located overseas.
- **Protecting your information:** Woolworths implements a range of security measures to help protect your personal information.
- **Access and Correction:** You may request access to or correction of the personal information Woolworths holds about you, or contact us to raise any concerns or a complaint relating to privacy.

By progressing with your application, you acknowledge and understand that Woolworths will collect, use and share your personal information as set out in this Notice and in Woolworths' [Team Member Privacy Notice](#), and you agree to receive commercial electronic messages via various channels and media as detailed below.

## 1. Information we collect

We collect personal information about you that is relevant to your application for employment (or to be part of our talent communities) and, if successful, your ongoing work with us.

This includes your name, date of birth, contact details, identification documents, work history, CV, education, qualifications, licenses, certifications, preferred salary, right to work details, visa and passport information (including for your family if necessary to verify your right to work or facilitate your relocation for work), referee reports, interview responses (including by video and chat), interview notes, pre-employment medical checks, results of screening, aptitude or psychometric tests, criminal history/police/security checks, information about you on LinkedIn or other public sites, conflict of interest information, your interest in other roles with Woolworths Group or our partner entities, and technical/device information such as the IP address, browser and operating system you use during the recruitment process.

We may collect sensitive information about you where relevant, such as health information during pre-employment medical checks, disability status, workplace adjustments information and criminal history, as well as other optional demographic information (such as ethnicity).

If you are successful in a role with Woolworths, this information will remain on your team member profile and we will collect additional information from you to set you up as a team member and manage your employment relationship with us.

Our [Team Member Privacy Notice](#) provides further detail about the types of personal information Woolworths may collect about you and why.

We will usually collect your personal information from you directly, but will also collect information about you from third parties where relevant, such as your referees, recruitment partners or agencies, Woolworths' partner entities, public websites (such as LinkedIn or social media sites) and service providers who conduct screening services or background checks. These other entities may have their own privacy policies and you should review these to understand how they handle your personal information. For example, some of these third parties will need to collect and process your identity documents to complete checks, or may use your IP address and browser/device information to monitor for fraud when providing their services.

Our aim is to only collect personal information about you that is relevant to your application for employment, and where successful, your ongoing employment with Woolworths. If you choose not to provide your information to us, this may affect our ability to process your application and fully understand any support you may need.

Once you have established a candidate profile with Woolworths, you will be able to apply for various roles without having to create a new profile each time. If you wish to delete your profile, you may do so at any time by updating your preferences in your candidate profile, and it will then be scheduled for deletion. Any active job applications you have relating to your candidate profile will also be cancelled by taking this action.

## **2. How we use and share your information**

Your personal information will be used for:

- Recruitment purposes when you apply for a role
- Informing you of opportunities that may be of interest to you within Woolworths Group or with our [partner entities](#)
- Employment purposes in the event you are successful for a role
- Supporting an inclusive recruitment and onboarding experience and for us to understand and foster the diversity of our team in support of our Group commitment to inclusion and belonging

If you are applying for a role with another entity for which Woolworths Group provides recruitment services, we will share your personal information with them for the purpose of them processing your application and managing any related employment requirements, in the event you are successful for a role. You will need to refer to that entity's Privacy Policy to understand how they will handle your personal information.

If you are applying for a role that is covered by the Australian Food Group or Big W Enterprise Agreements (EA), we are required to provide the date, time and location of your first shift to the relevant Union/s named in that Agreement, to allow them to talk with you about Union membership, workplace rights and discuss the EA with you.

We use trusted service providers to support some of our recruitment activities, including (where relevant) medical checks, background checks, interview screening, psychometric or aptitude testing, referee checks and right to work checks. Woolworths will share your personal information with these third parties for the purposes of processing your application.

We use a range of different tools and technologies to process your personal information. Sometimes this may involve machine learning, for example, to help us understand workforce trends or streamline our recruitment processes.

### *Use of Artificial Intelligence*

For many in-store roles, we are partnering with Sapia.ai to support the first stage of the recruitment process and we will share your personal information with **Sapia.ai** for this purpose.

**How the process works:** Sapia.ai's technology uses artificial intelligence to review your text responses in a chat-based interview, and make recommendations as to your suitability for a role against criteria set by Woolworths. This assists Woolworths to make hiring decisions.

### **What information is used:**

- **Information you provide:** This includes your responses to interview questions that you provide directly as part of the chat interview process
- **Generated insights:** Based on your responses to chat interview questions, Sapia.ai generates insights and makes recommendations to help to determine your suitability for a role with Woolworths.

Woolworths is confident in the use of these automated technologies to provide a positive recruitment experience for candidates. Human oversight is embedded into our processes, with recruitment decisions made by authorised Woolworths representatives. It is important that you are comfortable with using this technology as well. Please follow [this link](#) if you would like more information about Sapia.ai and how it manages your personal information. You can also visit Sapia.ai's candidate explainer [here](#).

If you have questions or concerns about the **Sapia.ai** chat interview process, please contact **careers@woolworths.com.au**

### *Commercial Electronic Messages*

By joining the Talent Community, you agree to receive commercial electronic messages via various channels and media (including by, but not limited to, email, SMS, phone, and mail) where you have not opted out from receiving such messages.

You may opt out of the receipt of commercial electronic messages sent by Woolworths relating to the Talent Community by using the unsubscribe facility in the footer of any commercial electronic message. If you opt out of receiving commercial electronic messages sent by Woolworths relating to the Talent Community, you will still receive information we are required by law to provide to you, or factual information directly about your profile, including changes to our collection notice, privacy policy, login, or other important information relating to the Talent Community.

Opting out of receiving commercial electronic messages from Woolworths relating to the Talent Community will not withdraw your consent to receive messages from other Woolworths brands you have signed up to independently of your Talent Community profile. If you would like to opt out of receiving commercial electronic messages from other Woolworths brands, please follow the opt out facilities in their communications or other opt out options set out in their terms and conditions.

### **3. Security of your personal information**

We implement a range of technical and organisational security measures to help protect your personal information from unauthorised access, loss or misuse. This includes minimising personal information collected and used, conducting security and privacy risk assessments, restricting access to personal information in our systems and premises, and providing privacy training for team members that handle personal information.

### **4. How we disclose your personal information outside Australia, or New Zealand**

When we disclose personal information to third parties overseas, we take steps to require that they protect it in accordance with Australian and/or New Zealand privacy requirements. Countries outside of Australia or New Zealand to which your personal information may be disclosed include, United Kingdom, Switzerland, Bangladesh, Thailand, India, South Africa, Hong Kong, Philippines, China and the United States.

### **5. How you can access or correct your information**

You may request access to or correction of the personal information Woolworths holds about you, or contact us to raise any concerns or a complaint relating to privacy. You can also update many of your personal details yourself by logging into your candidate and/or team member profile. In some circumstances we may not be able to provide access to or correction of personal information we hold about you, but we will give you an explanation if that is the case.

For any of these queries, or to ask any other questions about this Recruitment Privacy Notice or our [Team Member Privacy Notice](#), please contact our Privacy teams:

#### **Woolworths:**

**Post:** Privacy Officer, Woolworths Group Limited, PO Box 8000, Baulkham Hills, NSW 2153

**Email:** [privacy@woolworths.com.au](mailto:privacy@woolworths.com.au)

**Telephone:** 1300 908 631

#### **Woolworths NZ:**

**Post:** Privacy Officer, Woolworths NZ Limited, Private Bag 93306, Otahuhu, Manukau

**Email:** [privacyofficer@woolworths.co.nz](mailto:privacyofficer@woolworths.co.nz)

**Telephone:** 0800 40 40 40

We will respond to your request or concern within a reasonable period of time (usually within one month). If you are unhappy with how Woolworths has responded to your privacy request or concern, you may contact the relevant privacy regulator:

**Australia:**

Office of the Australian Information Commissioner

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Telephone: 1300 363 992

Website: <https://www.oaic.gov.au/>

**New Zealand:**

NZ Office of the Privacy Commissioner

Email: [enquiries@privacy.org.nz](mailto:enquiries@privacy.org.nz)

Telephone: 0800 803 909

Website: <https://www.privacy.org.nz/>