Hospital Staff Solutions Limited

Privacy Policy

Effective Date: July 2026
Version: 2.0

1. Introduction

Hospital Staff Solutions Limited ("Hospital Staff Solutions", "HSS", "we", "our" or "us") is committed to protecting your privacy and handling your personal information responsibly.

We are a specialist healthcare recruitment and workforce consultancy based in New Zealand, providing recruitment and consulting services throughout New Zealand, Australia and selected international markets.

This Privacy Policy explains how we collect, use, disclose, store and protect your personal information.

2. Privacy Laws

Hospital Staff Solutions complies with the **Privacy Act 2020 (New Zealand)**.

Where our activities involve Australian organisations or candidates, we also seek to comply with applicable requirements of the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles**.

If we recruit in other countries, we will handle personal information in accordance with any applicable privacy laws relevant to those recruitment activities.

3. What Information We Collect

The personal information we collect depends on the services we provide and may include:

- contact and identification details;
- employment and professional information;
- qualifications, registrations and licences;
- curriculum vitae (CV) and career history;
- employment preferences and availability;
- references and verification information;
- information required for credentialing, compliance or immigration processes where applicable;
- correspondence with us; and
- information collected through our website, including cookies and website analytics.

Where permitted by law, we may also collect information from referees, employers, professional registration bodies, publicly available sources and other organisations involved in the recruitment process.

4. Why We Collect Personal Information

We collect and use personal information to:

- provide recruitment and workforce consulting services;
- assess suitability for employment opportunities;
- introduce candidates to prospective employers;
- verify qualifications, registrations and employment history where appropriate;
- assist with credentialing, registration and onboarding;
- communicate with candidates and clients;
- comply with legal and regulatory obligations;
- improve our services; and
- manage our business operations.

We only collect information that is reasonably necessary for these purposes.

5. Artificial Intelligence

Hospital Staff Solutions may use approved artificial intelligence (AI) and automated technologies to assist with administrative tasks such as document preparation, candidate matching and workflow efficiency.

AI supports our consultants but does not replace human judgement. Significant recruitment decisions are reviewed by our team.

We take reasonable steps to protect personal information when using approved technology solutions.

6. Who We May Share Information With

Where reasonably necessary to provide our services or meet our legal obligations, we may share personal information with:

- prospective employers and healthcare organisations;
- professional registration authorities and specialist colleges;
- credentialing organisations;
- government agencies and immigration authorities where applicable;
- trusted technology and business service providers who assist us in delivering our services; and

- our professional advisers, including legal, accounting and insurance advisers.

In the event of a business restructure, merger, acquisition, investment or transfer of ownership, personal information may also be disclosed to prospective or incoming owners and their professional advisers, where reasonably necessary to assess or complete the transaction. Any such disclosure will be subject to appropriate confidentiality obligations and applicable privacy laws, and any successor organisation will be expected to continue handling personal information in accordance with this Privacy Policy or an equivalent privacy policy.

We only disclose personal information where it is reasonably necessary for legitimate business purposes, where you have authorised us to do so, or where disclosure is required or permitted by law.

7. International Transfers

Because we recruit internationally, personal information may be transferred between New Zealand, Australia and other countries where employment opportunities or supporting service providers are located.

Where personal information is transferred internationally, we take reasonable steps to ensure it is handled in accordance with applicable privacy requirements.

8. Security

We take reasonable administrative, technical and physical measures to protect personal information from unauthorised access, misuse, loss or disclosure.

While no system can guarantee absolute security, we continually review our practices to help safeguard the information we hold.

9. How Long We Keep Information

We retain personal information only for as long as reasonably necessary to provide our services, comply with legal obligations and maintain appropriate business records.

When information is no longer required, it is securely deleted, destroyed or anonymised where appropriate.

10. Your Rights

Subject to applicable law, you may request to:

- access the personal information we hold about you;
- correct inaccurate or incomplete information;
- update your details;
- withdraw consent where applicable; or

- make a complaint about how your information has been handled.

To exercise these rights, please contact our Privacy Officer.

11. Website Cookies

Our website uses cookies and similar technologies to improve functionality, understand website usage and enhance the user experience.

You can manage cookie preferences through your browser settings.

12. Privacy Breaches

If we become aware of a privacy breach involving personal information, we will investigate the incident and, where required by law, notify affected individuals and the appropriate privacy regulator.

13. Changes to this Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, technology or our business practices.

The most current version will always be available on our website.

14. Contact Us

Privacy Officer
Hospital Staff Solutions Limited

Email: **admin@hospitalstaff.co.nz**

Website: **www.hospitalstaff.co.nz**

If you are not satisfied with our response, you may contact the relevant privacy regulator:

New Zealand
Office of the Privacy Commissioner
www.privacy.org.nz

Australia
Office of the Australian Information Commissioner
www.oaic.gov.au

Candidate Acknowledgement

By providing your personal information to Hospital Staff Solutions, you acknowledge that you have read this Privacy Policy and consent to your information being collected, used and disclosed for recruitment and related purposes as described in this Policy.