

## PRIVACY POLICY

### **What happens to the information collected during an assessment?**

The information collected contributes to an assessment report. Assessment reports are managed as confidential documents, and are only accessed by those officers of this company and client organisations who have a reasonable need to know. In most cases the people viewing reports will have either (i) been through the assessment process themselves, or (ii) have a thorough understanding of the assessment processes, and will have a proper and respectful attitude towards the management of them.

This consultancy practice holds all original assessment materials, results and reports generated by the assessment process. The information is collected directly from the assessee, and is held in locked secure storage. The assessment data is used to prepare a report that is then provided "in confidence" to the designated representative of the client organisation.

The client organisation has a policy of holding the report in secure storage under the direct supervision of a designated officer key holder, who lends the report to those who have a reasonable need to know for as long as they need to use it. The report is then returned to the key holder and made secure. No other copies are made of the report, nor are reports held in normal personnel files. The reports are used to add objective information obtained at arm's length to human resources decisions about the individuals assessed.

Sometimes the information collected may be used by the consultancy firm or the client organisation in technical research to review how the assessment process is functioning. When that research is conducted, the information is usually de-identified and grouped together with other data so that an individual's information cannot be recognised or reconstructed.

### **How the information is managed**

The only information used in preparing the assessment report is information supplied by the assessee. That can include a resume in addition to data collected during the screening, assessment, training and interview processes. Client organisations may provide a position description, assessee specification, organisation chart and/or briefing on points of interest to them. Such documents are used to provide context to the assessment, but none of those documents are included in the assessment report.

The assessee provides the personal information, and is relied upon to disclose it accurately. It is the psychologist's responsibility to administer and interpret the assessment tools accurately.

The information is held in secure locked storage separate from any other files, and is accessed only by the assessor and client organisation officers who have a reasonable need to know. The assessment report can be changed only by the assessing psychologist, and that happens only after new information has been provided by the assessee.

The officers of the client organisation are advised in the secure handling of assessment reports, which includes protecting reports from unauthorised access or disclosure.

The assessing psychologist holds assessment results for approximately five years, but may destroy it thereafter if it is unlikely that the assessee will return for re-assessment or if the data is not needed for research. Destruction of unwanted assessment information follows practices for destroying confidential material.

Similarly, most client organisations hold assessment reports for as long as the assessee is of interest to them, which could be a matter of weeks for unsuccessful assessees, or years for a long term employee. Client organisations are aware of the limits of the utility of assessment reports, and know to request a review of the assessment before using it again if several years have elapsed or if the assessee may have changed since the original assessment. The new assessment replaces the old assessment report, and the assessment management cycle commences anew.

### **How to access and correct assessment information**

An assessee is given reasonable access to their information, upon establishing their identity as the assessee.

Access is provided in the first instance through feedback given by the assessing psychologist, which is usually after the outcome of the assessee's candidacy is known. After the assessee has received feedback from the assessing psychologist, the assessee may approach the client organisation's designated office holding the assessment information to be reminded of the words of the report. If the assessee seeks further interpretation of the assessment data then that can be obtained from the assessing psychologist. Assesseees are free to make notes of anything explained, read or shown to them at any stage of the feedback.

At this stage assesseees are not offered a copy of their assessment report. Instead, they are offered ongoing access to the assessing psychologist. This practice is followed so that assesseees obtain contemporary and relevant interpretations of assessment information. This practice parallels the practice with client organisations whereby they consult the assessor before using an existing report for the purposes other than the original one.

If the assessee subsequently wishes to use the assessment information in connection with other applications to other organisations, the following procedure ensures that appropriate use is made of the information. If the assessee authorises the assessing psychologist to speak to a third party on their behalf, then the psychologist can converse with the third party on their behalf, and provide suitably qualified comments appropriate to the situation at hand. The psychologist can make allowances for the age of the assessment information and its applicability to the situation, and ensure that the assessee's interests are appropriately protected. Whereas if the assessee were to provide the third party with a copy of a report which was written for a different purpose some time before there would be grave danger of the report being misinterpreted and misapplied, to the disadvantage of the assessee. This procedure is consistent with best practices in occupational testing specified by the Australian Psychological Society in its Supplement Guidelines for the Use of Psychological Tests, 1997.

If an assessee disagrees with an opinion included in their assessment report, then they are free to take that concern to the commissioning organisation, as well as to register it with the assessor. The feedback procedure includes a complete read through the report, and any corrections or updates offered by the assessee can be noted when made. If the amendments offered by the assessee are material to the content or purpose of the assessment, then means of resolving the differences between assessor and assessee are pursued, for example, through reference checking or some other form of observed behaviour or performance. The results of the resolution process are also noted in the assessee's file.

### **Further Advice**

Should you require further advice on any of the above matters, please approach your assessing psychologist in the first instance.

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