Privacy Policy

Kandara Group Pty Ltd | ABN 16 702 410 713 | Effective October 2026

1. Our Commitment to Privacy

Kandara Group Pty Ltd ("Kandara Group", "we", "us") is a specialist recruitment service for chefs and cooks, based in Sydney. We respect your privacy and handle personal information in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This policy explains what personal information we collect, why we collect it, who we share it with, and how you can access or correct it. It applies to Candidates (chefs and cooks who apply or enquire), Clients (the employers who engage us), and anyone who contacts us or visits our website or social media pages.

2. Information We Collect

Candidates

We collect only what we need to assess you for a role and, if you move forward, to support the next steps. This includes:

- Your name, email address, mobile or WhatsApp number, and the city and country where you live
- Your nationality (your passport country or countries)
- Your right to work in Australia, your visa type or status and its expiry date, and whether you have previously had an Australian visa refused or cancelled, as you tell us
- Your work history, job title, workplace, years of experience, role level, cuisine experience and qualifications
- Your English language level, and a test score if you choose to give one
- Your availability, your location preferences, and how you heard about us
- Your CV and, once we move forward together, your referees' details and what they tell us about your work
- Records of our communications with you, including messages sent by email, WhatsApp, Instagram, Facebook or LinkedIn

Nationality and visa information

We record your nationality and visa information exactly as you tell us. We do not assess visa eligibility, and we do not use this information to decide whether to put you forward for a role. We pass it only to our migration partner, a specialist immigration law firm, if you move forward to a role that involves employer sponsorship.

Clients

Contact details for the people we deal with, details of the role and hiring requirements, and, once a placement is agreed, the information needed to confirm it, such as the start date and the terms of the offer.

Website and social media

If you visit our website or contact us through social media, we may collect basic technical information (such as your IP address, device and the pages you view) through our website host and any analytics tools we use, along with the content of any messages you send us.

Sensitive information

We do not ask for sensitive information, such as health, racial or ethnic origin, religion or criminal record. Please do not include it in your CV or messages unless a role needs it. If you do give it to us, we will only use it with your consent or where the law allows.

3. How We Collect Information

We collect information directly from you through our application form, your CV, emails, calls and messages. We collect Client information directly from the Client. With your consent, we also collect information from the referees you name and, where a sponsored role is progressing, from our migration partner (for example, to confirm that a visa process is moving forward).

For general enquiries you can deal with us anonymously or under a pseudonym. We need your name and contact details to consider an application.

4. How We Use Your Information

- To assess your skills and experience for roles. We assess Candidates for the role, not for visa eligibility
- To match you with suitable roles and, with your agreement, present your profile to prospective Clients
- To contact you, arrange interviews and keep you informed about your application
- To check the references you have asked us to contact
- Where a role involves employer sponsorship, to refer you and the Client to our migration partner
- To manage placements, invoicing and our replacement guarantee (Clients)
- To keep records, meet legal obligations, resolve complaints and improve our services
- To tell you about future roles or news, only if you have agreed. You can opt out at any time

5. Who We Share Information With

We share personal information only as needed to provide our service:

- Prospective Clients. We share your profile with a prospective Client only when you have agreed to be presented for that role.
- Our migration partner. If a role involves employer sponsorship and you move forward, we share your contact details, nationality, work rights and visa history, as you gave them to us, so the migration partner can give you independent advice.
- Referees. We tell the referees you name who you are and which role you are applying for.
- Service providers. People who help us run our business, such as secure storage, email and messaging tools, accounting, insurance and legal advisers. They may use the information only to provide services to us.
- Government agencies and regulators, where the law requires it.

We do not sell personal information, and we do not use it for any purpose unrelated to our services.

6. Overseas Storage and Disclosure

Some of the tools we use, such as email, cloud storage and messaging services (for example WhatsApp, Instagram, Facebook, Google and Microsoft), are run by companies that store information on servers outside Australia, which may be in countries such as the United States or in Europe. We take reasonable steps to choose providers with appropriate security. Candidates outside Australia may also send us information from their own countries. Our Clients and our migration partner are based in Australia.

7. Storage, Security and Retention

We store personal information electronically in password-protected accounts and secure cloud services. Access is limited to Kandara Group personnel who need it for their role. We take reasonable steps to protect information from misuse, loss and unauthorised access. If a data breach is likely to result in serious harm, we will notify you and the Office of the Australian Information Commissioner (OAIC).

We keep information only as long as we need it:

- Candidates who are not placed: for 12 months after our last contact, then securely deleted or de-identified, unless you ask us to delete it sooner
- Placement and Client records (such as the candidate's name, the role, the start date and the offer terms): for 7 years after the placement or engagement ends, because we need them to support invoices, the replacement guarantee and our legal obligations
- Complaints and legal matters: for as long as needed to resolve them

8. Access and Correction

You can ask to see the personal information we hold about you, or ask us to correct it, at any time by contacting us using the details below. We may need to confirm your identity first. We will respond within 30 days, there is no charge for making a request, and if we cannot give you access we will explain why.

You can also ask us to delete your information or withdraw your consent at any time. We will do so unless we need to keep it for the reasons in section 7. If you withdraw your consent, we may not be able to continue with your application.

9. Complaints

If you have a concern about how we have handled your personal information, please contact us first. We will acknowledge your complaint within 5 business days and aim to respond within 30 days. If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at oaic.gov.au.

10. Changes to This Policy

We may update this policy from time to time. The current version is available on our website and on request, and its effective date is shown at the top.

11. Contact

Privacy contact: Founder and Managing Director, Kandara Group Pty Ltd
Email: info@kandaragroup.com.au | Phone: 0470 414 060
Website: kandaragroup.com.au