

## **PRIVACY POLICY GENERAL**

- **Introduction**
  - From time to time Tamworth Taxis is required to collect, hold, use and/or disclose personal information relating to individuals (including, but not limited to, its members, contractors, suppliers and employees) in the performance of its business activities.
  - This document sets out Tamworth Taxis' policy in relation to the protection of personal information, as under the Privacy Act 1998 (the Act) and the Australian Privacy Principles (APP).
  - The APP regulates the handling of personal information.
- **What is personal information?**
  - Personal information means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonable, be ascertained, from the information or opinion.
- **Employee records**
  - This policy does not apply to the collection, holding, use or disclosure of personal information that is an employee/bailee record.
  - An employee/bailee record is a record of personal information relating to the employment of an employee/bailee. Examples of personal information relating to the employment of the employee/bailee include, but are not limited to, health information and information about the engagement, training, disciplining, resignation, termination, terms and conditions of employment of the employee. Please see the Act for further examples of employee records.
- **Kinds of information that Tamworth Taxis collects and holds**
  - Tamworth Taxis collects information that is reasonably necessary for one or more of its functions or activities.
  - The type of information that Tamworth Taxis collects and holds may depend on your relationship with the business. For example:
    - Candidate: if you are a candidate seeking employment within Tamworth Taxis, information that may be collected and held on file will include; your name, address, email address, contact telephone number, gender, age, employment history, references, resume, medical history, emergency contact, taxation details, driving history, criminal history, qualifications and payment details.
    - Supplier/Vendor: if you are a supplier of Tamworth Taxis, information that may be collected and held on file will include; your name, address, email address, contact telephone number, business records, billing information, information about goods and services supplied by or for you.
- **How Tamworth Taxis collects and holds personal information**
  - Tamworth Taxis must collect personal information only by lawful and fair means. Tamworth Taxis collects personal information directly from you if it is reasonable or practical to do so.

- Tamworth Taxis may collect personal information in a number of ways, including without limitation:-
  - through application forms
  - by emailing or other written mechanisms
  - a telephone call
  - in person
  - through transactions
  - through our website
  - through surveillance cameras
  - by technology that is used to support communications between us
    - i through publically available information sources (which may include telephone directories, the internet and social media sites)
    - ii direct marketing websites
- When Tamworth Taxis collects personal information about you through publicly available information sources, it will manage such information in accordance with APP.
- At or before the time or, if it is not reasonably practicable, as soon as practicable after, Tamworth Taxis collects personal information, Tamworth Taxis must take steps as are reasonable in the circumstances to either notify you or otherwise ensure that you are made aware of the following:-
  - the identity and contact details of Tamworth Taxis
  - that Tamworth Taxis has collected personal information from someone other than you or if you are unaware that such information has been collected
  - that collection of personal information is required by Australian law, if it is:
  - the purpose for which Tamworth Taxis collects the personal information
  - the consequences if Tamworth Taxis does not collect some or all of the personal information
  - any other third party to which Tamworth Taxis may disclose personal information
  - Tamworth Taxis privacy policy contains information about how you may access and seek correction of personal information held by Tamworth Taxis and how you may complain about a breach of the APP, and
  - whether Tamworth Taxis is likely to disclose personal information to overseas recipients, and the countries in which those recipients are likely to be located
- Unsolicited personal information is personal information that Tamworth Taxis receives which it did not solicit. Unless Tamworth Taxis determines that it could have collected the personal information in line with the APP or the information is contained within a Commonwealth record, it must destroy the information to ensure it is de-identified.

- **Purposes for which Tamworth Taxis collects, holds, used and/or discloses personal information**
  - Tamworth Taxis will collect personal information if it is reasonably necessary for one or more of its functions or activities.
  - The main purpose for which Tamworth Taxis may collect, hold, use and/or disclose personal information may include but is not limited to:
    - recruitment functions
    - training and events
    - general research
    - business relationship management
  - Tamworth Taxis may also collect, hold, use and/or disclose personal information if you consent or if required or authorised under law.
  - Direct marketing:
    - Tamworth Taxis may use or disclose personal information (other than sensitive information) about you for the purpose of direct marketing purposes
    - Tamworth Taxis may use or disclose sensitive information about you for the purpose of direct marketing if you have consented to the use or disclosure of the information for that purpose
    - You can opt out of receiving direct marketing communication from Tamworth Taxis in writing
- **Disclosure of personal information**
  - Tamworth Taxis may disclose your personal information for any of the purposes for which it was collected, as indicated under clause 6 of this policy or where it is under a legal duty to do so.
  - Before Tamworth Taxis discloses personal information about you to a third party, NGS will take steps as are reasonable in the circumstances to ensure that the third party does not breach the APP in relation to the information.
- **Access to personal information**
  - If Tamworth Taxis holds personal information about you, you may request access to that information by putting the request in writing. Tamworth Taxis will respond to any request in a reasonable period, and a charge may apply for giving access to the personal information.
  - There are certain circumstances in which Tamworth Taxis may refuse to grant you access to the personal information. In such situations, Tamworth Taxis will give you written notice that sets out:
    - the reason for refusal
    - the mechanisms available to you to make a complaint
- **Correction of personal information**

- If Tamworth Taxis holds personal information that is inaccurate, out of date, incomplete, irrelevant or misleading, it must take steps as are reasonable to correct the information.
- If Tamworth Taxis holds personal information and you make a request in writing to correct the information, Tamworth Taxis must take steps as are reasonable to correct the information and Tamworth Taxis will respond to any request in a reasonable period.
- There are certain circumstances in which Tamworth Taxis may refuse to correct the personal information. In such situations Tamworth Taxis will give you written notice that sets out:
  - the reasons for refusal
  - the mechanisms available to you to make a complaint
- If Tamworth Taxis' correct personal information that it has previously supplied to a third party and you request us to notify a third party of the correction, Tamworth Taxis will take such steps as are reasonable to give that notification unless impracticable or unlawful to do so.
- **Integrity and security of personal information**
  - Tamworth Taxis will take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that it:
    - Collects is accurate, up to date and complete, and
    - Uses or disclose is, having regard to the purpose of the use or disclose, accurate, up to date and complete
  - Tamworth Taxis will take steps as are reasonable in the circumstances to protect information from misuse, interference, loss and/or from unauthorised access, modification and disclosure.
  - If Tamworth Taxis holds personal information, it no longer needs or information for any purpose for which the information may be used or disclosed, the information is not contained in any Commonwealth record and Tamworth Taxis is not required by law to retain the information, it will take such steps as are reasonable in the circumstances to destroy the information or to ensure it is de-identified.
- **Anonymity and Pseudonymity**
  - This does not apply:
    - When Tamworth Taxis is required or authorised by or under an Australian law, or a court/tribunal order, to deal with individuals who have identified themselves; or
    - Where it is impracticable for Tamworth Taxis to deal with individuals who have not identified themselves or who have used a pseudonym.
  - However, in some cases if you do not provide Tamworth Taxis with your personal information when requested, Tamworth Taxis may not be able to respond to your request or provide you with the goods and services that you are requesting.
- **Complaints**
  - You have the right to complain about Tamworth Taxis' handling of your personal information if you believe that Tamworth Taxis has breached the APP.

- If you wish to make such a complaint to Tamworth Taxis , you should do so in writing. Your complaint will be dealt with in accordance with Tamworth Taxis' complaints procedure and Tamworth Taxis will provide a response within a reasonable period.
- If you are unhappy with Tamworth Taxis' response to your complaint, you may refer your complaint to the Office of the Australian Information Commissioner.