



PG019 Privacy Policy

August 2023

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Table of Contents

Document History and Version Control..... 2

Table of Contents..... 3

Glossary 4

1 Purpose 5

2 What is personal information?..... 5

3 Personal information that we collect 5

4 Using and disclosing personal information about you 6

5 Keeping your personal information secure 6

6 Accessing and correcting personal information about you 7

7 Cookies 7

8 Links to external websites from our website 7

9 Contact us 8

10 Making a complaint 8

11 Changes to our policy 8

Glossary

Term/Acronym	Definition
The Group	<p>means all Pulitano Group companies including the following entities, collectively and individually:</p> <ul style="list-style-type: none"> • Bus Queensland (Lockyer Valley) Pty Ltd; • Cranbourne Transit Admin Pty Ltd atf Cranbourne Transit Admin Unit Trust; • Park Ridge Admin Pty Ltd atf Park Ridge Admin Unit Trust; • The Trustee for The Mansfield Unit Trust trading as Mansfield Mt.Buller Bus Lines Pty Ltd; • The Trustee for The Pulitano Investments Unit Trust trading as Pulitano Investments Pty Ltd; • Toowoomba Admin Pty Ltd atf Toowoomba Admin Unit Trust; • Westside Bus Co Pty Ltd atf Westside Unit Trust; and <p>Other related entities of any of the above listed companies.</p>

1 PURPOSE

This is the Privacy Policy of the Pulitano Group of Companies (the Group). The purpose of this policy is to inform you about how we collect, use and store your personal information to meet our obligations under the *Privacy Act 1988 (Act)*, the Australian Privacy Principles (**APPs**) and other laws and codes. It also provides you with information about how you can access your personal information and how you can make a complaint if you believe that there has been a breach of this Privacy Policy, the Act or the APPs.

By your use of our website and/or our services, you consent to the collection, storage, use and disclosure of your personal information in accordance with this Privacy Policy and as otherwise permitted by law.

2 WHAT IS PERSONAL INFORMATION?

Personal information is any information or opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not.

3 PERSONAL INFORMATION THAT WE COLLECT

We collect personal information that is reasonably necessary for one or more of our functions and activities. This includes complying with relevant codes of conduct applicable to our business, providing services, responding to questions regarding our services and recording and responding to complaints. The types of personal information we collect includes your:

- name, gender and age;
- contact details such as address, phone number and email;
- identification information;
- travel pick-up and destination information;
- billing and payment information;
- complaints and feedback about our services; and
- other information that you choose to provide to us.

We prefer to collect personal information directly from you, although sometimes this is not practicable and we will collect information from third parties including from family members and schools.

In addition to the kinds of personal information referred to above, we may also collect sensitive information about you. Sensitive information has a particular meaning under the Act and includes health information, racial or ethnic origin, religious beliefs or affiliations, membership of a professional

or trade association and criminal conduct. However, we only collect and use sensitive information with your consent and otherwise where we are legally authorised to do so.

Unless you otherwise consent or we are otherwise permitted to do so by law, personal information will only be used for the purpose for which it was collected (the primary purpose) or for a purpose related, or in the case of sensitive information directly related, to the primary purpose (the secondary purpose).

4 USING AND DISCLOSING PERSONAL INFORMATION ABOUT YOU

We collect and use your personal information for the purposes of running our business, including to:

- provide you with our services or responding to enquiries about our services;
- tell you about other services that we think might interest you;
- manage our accounts;
- improve our services;
- record and respond to feedback and complaints;
- maintain necessary health and safety measures;
- facilitate compliance with the Code of Conduct for School Students Travelling on Buses as well as other applicable codes and laws; and
- manage our employees.

The main consequences of us not collecting personal information are an inability or delay in being able to identify you, contact you, provide services to you or provide you with offers of employment.

If at any stage you do not want to receive information from us about our services, please let us know by contacting us on the details provided below.

We may disclose your personal information to our service providers such as contractors, authorised agents and professional advisers, as well as other third parties such as your authorised representatives, potential investors, regulatory bodies and agencies or government organisations.

5 KEEPING YOUR PERSONAL INFORMATION SECURE

The ongoing security and confidentiality of your personal information is important to us, so we periodically review the measures that we have in place to ensure information security. The measures we take to ensure that your personal information will be stored in a secure manner include secure servers, encrypted backups and data access controls.

Information collected on our website may also be used to detect potentially malicious or harmful security instructions on our website, and to take appropriate action once an intrusion is detected.

6 ACCESSING AND CORRECTING PERSONAL INFORMATION ABOUT YOU

We are committed to ensuring the accuracy of your personal information held by us. To assist us, please let us know about any changes to your details or inaccuracies in our records.

You may access the personal information that we hold about you or request that this information be updated or corrected. To make such a request, please contact us on the details provided below and we will respond to your request within 30 days. Should you wish for your personal information that we hold to be destroyed, please let us know.

You will not be charged any fee for making a request to access your personal information. However, depending on the type of the request, a fee may apply and be charged for providing the information to you. The fee covers the cost to us in collating, copying and providing certain information to you. If such a fee applies, we will let you know beforehand.

There are some circumstances in which we may be unable to provide you with access to your personal information, including where:

- providing access would have an unreasonable impact on the privacy of others;
- providing access would be unlawful; or
- denying access is otherwise required or authorised by law.

If your request for access to your personal information is refused, we will advise accordingly.

7 COOKIES

From time to time we may use data collection devices, such as 'cookies' on our websites. A cookie assists us to collect information on how visitors use our websites and the pages that may be of the most interest.

Most web browsers are set up to accept cookies. You may configure your browser so it does not accept cookies, but this may affect the functionality of our website.

8 LINKS TO EXTERNAL WEBSITES FROM OUR WEBSITE

Our websites may contain links to other websites that are external to us. We will take reasonable care in linking to websites but have no direct control over the content of any linked sites, or changes that may occur to the content on those sites. We encourage you to read the applicable privacy statement of any linked external websites. It is your responsibility to make your own decisions about the accuracy, currency, reliability, and correctness of information contained in any external websites linked to our website.

Links from our websites to external websites do not constitute an endorsement or a recommendation of any material contained on those websites or of any third-party products or service offered by, from

or through those websites. Users of links provided on our websites are responsible for being aware of which organisation is hosting the website they visit.

We are not responsible for the content or practices of any linked external websites nor their privacy policies regarding the collection, storage, use or dissemination of your personal or sensitive information which they collect from you.

9 CONTACT US

If you would like to request access to or correction of your personal information, or have any questions about how we handle personal information, please contact us at:

Bus Queensland

Customer Service

customers@busqld.com.au

Further information on privacy in Australia may also be obtained by visiting the website of the Office of the Australian Information Commissioner at www.oaic.gov.au

10 MAKING A COMPLAINT

If you believe that we have breached this Privacy Policy, the Act or the APPs and would like to make a complaint, please contact us on the details above. We will endeavour to deal with your complaint as soon as is reasonably practicable. You can also contact the Office of the Australian Information Commissioner by visiting the following website and following the steps listed on the website: www.oaic.gov.au/privacy/privacy-complaints.

11 CHANGES TO OUR POLICY

We reserve the right to make any changes to our Privacy Policy from time to time. An up-to-date copy of the policy is available on our websites, and you should check our Privacy Policy regularly so that you are aware of any changes made.

The terms of this policy do not form part of any employee's contract of employment, or any contractor's contract for services.

This Privacy Policy was last updated in August 2023.