

## Privacy Policy

### Policy Statement

The Access Sydney Community Transport Inc. Privacy Policy sets out how we handle corporate and personal information that is provided to us. Any information you provide will be collected, stored, used and disposed of in accordance with the Australian Privacy Principles (APP), relevant NSW laws and contract obligations.

A hard copy of the Privacy Policy will be made available to you upon request, free of charge.

### What information do we collect?

#### **For the purposes of providing community transport services:**

In order to provide appropriate transport services we may collect personal and sensitive information about individual service users, for example, name, address, age, and health/medical and mobility issues. This information is collected directly and voluntarily from service users, or from referring organisation's or individuals with the service user's consent.

You do not have to provide us with the information we request. However, if you do not provide the requested information, we may not be able to provide a service to you.

#### **When working with other organisations:**

For day to day communication with other organisations and billing purposes (where applicable), we collect the names and business contact details of relevant personnel within the organisation. In the course of working with other organisations, we may at times have access to corporate information, including commercially sensitive information, such as reports and plans.

#### **When using our website:**

For each visitor to our website, our web server collects the following type of information for statistical purposes:

- the number of users who visit the website;
- the date and time of visits;
- the number of pages viewed; and
- traffic patterns.

This is anonymous statistical data and no attempt will be made to identify users or their browsing activities. We use this data to evaluate our website performance and to improve the content we display to you.

## Who will collect corporate and personal information?

Service user information, including personal and sensitive information, will be collected by appropriately trained and qualified staff at Access Sydney Community Transport Inc. All staff and volunteers are subject to a Confidentiality Agreement.

Any staff member involved in working with other organisations may have access to corporate information, as necessary for the project and working relationship.

## How will corporate and personal information be used?

Any information collected will only be used for the purpose for which it was collected. We will not disclose corporate or personal information to any third party without the organisation's consent (for corporate information) or the individual's consent (for personal and sensitive information). Exceptions to this are:

- If required by law
- If there is believed to be a serious threat of harm to an adult or child
- If required in relation to an insurance claim or proposal

Unless you inform us otherwise, we may use your name and email address to send occasional newsletters and other communications which provide information and updates on services.

It is our policy to only email individuals and organisations who give us permission to do so. If we send you an email for marketing purposes, we will give you the option of not receiving further communications of this nature and instructions on how to unsubscribe.

Access Sydney Community Transport Inc. does not send information overseas to third-parties for IT/electronic data storage. We will never sell information to third parties.

Please note, the Access Sydney Community Transport website may contain links to third party websites. We are not responsible for the collection and handling of information by holders of third party websites. We recommend that you review the privacy policies of those third party websites.

## How will corporate and personal information be stored?

Corporate and personal information will be stored electronically on computers which are password protected and/or hard copies will be stored in locked filing cabinets. Only authorised personnel of Access Sydney Community Transport have access to corporate and personal information.

### How will corporate and personal information be disposed of?

Once your information is no longer required for the purpose for which the information was disclosed, we will take reasonable steps to destroy the information. Potentially sensitive corporate information and personal information will be deleted from the computer system and hard copies will be shredded. We follow applicable laws and regulations in regards to the period of retention of records and information.

### How will data be maintained up to date?

We maintain and update personal information when we are advised by individuals that their personal information has changed or when we become aware of changed information through our service delivery processes (such as re-assessment).

We audit contact lists to check the currency of the information. We will remove contact information of individuals who advise us that they no longer wish to be contacted.

### Access and correction of information

Subject to some exceptions which are set out in the APP (Principles 12 and 13 - Access and Correction), individuals have a right to see and have a copy of personal and sensitive information about them that we hold.

To access your information or request a correction, contact the Service Manager. For security reasons, individuals will be required to put their request in writing and provide proof of identity to ensure protection of information.

If we deny access to information we will set out reasons for denying access in writing. Where there is a dispute about right of access to information or forms of access, this will be dealt with in accordance with the our Complaints Policy.

If an individual is able to establish that personal or sensitive information that we hold about them is not accurate, complete and up-to-date, we will take reasonable steps to correct it. If we are unable to agree that personal or sensitive information that we hold about an individual is correct, the individual concerned may ask us to place with the information a statement by them that claims that particular information is not correct.

In some cases we may impose a reasonable charge for providing access to personal or sensitive information.

## Making a complaint

If you have any complaints about our handling of corporate or personal information including any contravention of the APP, please email or mail your complaint to the contact provided below.

We will acknowledge your complaint by return mail/email. We will investigate your complaint as soon as possible and endeavour to reach a speedy resolution.

If you are not satisfied with the outcome of the complaint, you may take the matter to the relevant external dispute resolution scheme, as detailed in the Complaints Policy. If you are still not satisfied with the outcome of the complaint you have the right to take your complaint to the Office of the Australian Information Commissioner.

## Contact details

If you have any questions about this policy, or wish to discuss any corporate or personal information held by us:

Contact: Chief Executive Officer  
Access Sydney Community Transport Inc.  
Suite 2 Level 1, 579 Harris Street Ultimo NSW 2007  
Email: [admin@accesssydney.com.au](mailto:admin@accesssydney.com.au)  
Phone: 02 8241 8000 (Monday to Friday 9am to 4pm)

## For more information

For more information about privacy issues in Australia please go to the Australian Government Office of the Information Commissioner website at [www.oaic.gov.au](http://www.oaic.gov.au)