

BusNSW Privacy Policy

14 August 2020

Respecting your privacy and the law

The privacy of your personal information has always been important to us at BusNSW [includes Bus and Coach Industrial Association (NSW), Bus and Coach Association (NSW) Incorporated, Bus and Coach Co-operative Society NSW Ltd].

We are committed to respecting your right to privacy and protecting your personal information. We are bound by the Australian Privacy Principles in the Privacy Act 1988 (Commonwealth) as well as other applicable laws and codes affecting your personal information. Our staff is trained to respect your privacy in accordance with our standards, policies, and procedures.

About this Privacy Policy

As a group of entities offering a wide range of products and services to both members and non-members, we collect and hold a range of personal information from and about people (particularly people who wish to purchase our products or use our services).

This Privacy Policy outlines how we manage your personal information.

It also describes generally the sorts of personal information held and for what purposes, and how that information is collected, held, used, and disclosed.

Collecting your Personal Information

If you are acquiring or have acquired a product or service from us, we will collect and hold your personal information for the purposes of:

- providing you with the relevant product or service (including assessing your application and identifying you).
- managing and administering the product or service.

Our entities may also collect your personal information for the purpose of letting you know about products or services that might better serve you or your company's needs, or promotions, or other opportunities in which you may be interested.

The information collected will be the minimum required to execute the service you require and may include your name, postal or email address, date of birth, financial details, or other information the entity considers necessary.

We will, if it is reasonable or practicable to do so, collect your personal information from you. This may happen when you fill out a product or service application or an administrative form, or when you give us personal information over the telephone or counter, or through our website.

In certain cases, we collect your personal information from third parties. This might occur, for example, where it is important for us to obtain personal information from a member survey.

Members also provide us with information on joining and renewing membership.

Personal information may be collected in several ways including over the telephone, via facsimile, letter, or written application, and through our website. Most personal information is stored securely at BusNSW's offices in New South Wales, Australia, in at least one of two ways:

- Hard copy records are kept at BusNSW's offices.
- Electronic copies stored on BusNSW's secure server.

BusNSW may also store some information in a cloud based secure internet server. This information is protected by appropriate and adequate anti-virus and anti-intruder software.

Members personal information is also stored on servers managed by Omni Software Pty Ltd who operate BusNSW's "Memnet" program. Memnet is an online Customer Relationship Management (CRM) system that allows BusNSW and the relevant member to access their information, and status of their membership at any time. Memnet is a secure site, and is password protected.

All information stored electronically is protected by anti-intrusion, anti-virus and security software that is in accordance with modern standards.

If you are concerned about providing us with your personal information, you are entitled to elect to be anonymous or provide us with a pseudonym. You should be aware however that this may affect the accuracy of the information and advice, or the products and or services that we can provide to you.

Using and disclosing your personal information

In line with modern practices we may disclose your personal information to the organisations described below. Where your personal information is disclosed, we will seek to ensure that the information is held, used, or disclosed consistently with the National Privacy Principles and other applicable privacy laws and codes. If you do not wish for us to disclose your personal information (including images provided to BusNSW or photographs taken at events) to these organisations, please advise us immediately. BusNSW will not sell your personal information to a third party.

The relevant organisations are those:

- involved in providing, managing, or administering your product or service, such as third-party suppliers, loyalty, and affinity program partners, or posting services.
- which are BusNSW member entities who wish to tell you about their products or services that might better serve your financial and company needs or promotions or other opportunities, and their related service providers, except where you tell us not to;
- involved in maintaining, reviewing, and developing our business systems, procedures and infrastructure including testing or upgrading our computer systems.
- involved in the payments system including financial institutions, merchants, and payment organisations.
- involved in product planning and development.

- as required or authorised by law, for example, to government or regulatory bodies for purposes related to public health or safety, the prevention or detention of unlawful activities or to protect public revenue.
- where you have given your consent.

Industry suppliers and service providers

From time to time the BusNSW enters agreements or partnerships with industry suppliers and service providers to provide or offer services to members and may disclose your personal information to authorised suppliers/providers on your behalf.

We assume we have your consent to use service providers to assist us with this unless you tell us otherwise.

Keeping your personal information accurate and up to date

We aim to make sure that the personal information we collect, use, or disclose is accurate, complete, and up to date. We will take reasonable steps to make sure this is the case. This way we can provide you with better service.

If you believe your personal information is not accurate, complete, or up to date, please contact us.

Protecting your personal information

We store information in different ways, including in paper and electronic form. The security of your personal information is important to us and we take reasonable steps to protect it from misuse and loss and unauthorised access, modification, or disclosure. Some of the ways we do this are:

- confidentiality requirements for our employees.
- onsite document storage security.
- security measures for systems access.
- providing a discreet environment for confidential discussions.
- only allowing access to personal information where the individual seeking access has satisfied our identification requirements.
- access control for our buildings.

Your privacy on the Internet

Our website

We take care to ensure that the personal information you give us on our website is protected.

For example, our website has electronic security systems in place, including the use of firewalls and data encryption user identifiers, passwords or other access codes may also be used to control access to your personal information. BusNSW may use cookies or analytical tools to monitor member usage of the BusNSW website to improve navigations and the overall user experience.

Links to other sites

You may be able to access external websites by clicking on links we have provided. Those other websites are not subject to our privacy standards, policies, and procedures. You will need to contact or review those websites directly to ascertain their privacy standards, policies, and procedures.

Gaining access to your personal information

You can gain access to your personal information by contacting BusNSW. This is subject to some exceptions allowed by law. Factors affecting a right to access include:

- access would pose a serious threat to the life or health of any individual.
- access would have an unreasonable impact on the privacy of others.
- a frivolous or vexatious request.
- the information relates to a commercially sensitive decision-making process.
- access would be unlawful.
- access would prejudice enforcement activities relating to criminal activities and other breaches of law, public revenue, a security function, or negotiations with you.
- legal dispute resolution proceedings.
- denying access is required or authorised by or under law.

We will give you reasons if we deny access.

Contact us to request access. In some cases, we may be able to deal with your request over the telephone or over a counter.

Your sensitive information

Without your consent we will not collect information about you that reveals your racial or ethnic group, political opinions, religious or philosophical beliefs or affiliations, membership of a professional or trade association, membership of a trade union, disability, sexual orientation, or criminal record. BusNSW may require health information for employment purposes or when catering for events.

This is subject to some exceptions, including:

- the collection is required by law.
- when the information is necessary for the establishment, exercise, or defence of a legal claim.

Resolving your privacy issues

If you have any issues you wish to raise with BusNSW, or would like to discuss any issues about our Privacy Policy, then please contact:

Executive Director
BusNSW
Locked Bag 13, North Parramatta NSW 1750
Ph: (02) 8839 9500
Email: info@busnsw.com.au

Further information

For more information about privacy in general, you can visit the Federal Privacy Commissioner's website www.privacy.gov.au