

BCA Privacy Policy

Respecting your privacy and the law

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

We are committed to respecting your right to privacy and protecting your personal information. We are bound by the National 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 companies 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 Business 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 association 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 (eg. a change of address 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 an independent third party.

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

Using and disclosing your personal information

In line with modern business 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.

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, posting services;
- which are BCA 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 BCA enters agreements or partnerships with industry suppliers and service providers to provide 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 (eg. parking service, training supplier etc.) 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;
- document storage security policies;
- 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.

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. 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 revenge, 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 obtain a form requesting 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, details of health, disability, sexual orientation, or criminal record.

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 the Association, or would like to discuss any issues about our Privacy Policy, then please contact:

Executive Director
Locked Bag 13
North Parramatta NSW 1750
Ph: (02) 8839 9500
Fax: (02) 9683 1465

For more information

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