

# **SPRINGWOOD TAXIS**

**ABN 57 703 373 733**

## **Privacy Policy**

Date Version Issued	22 <sup>ND</sup> May 2019
Date Policy Approved	22 <sup>ND</sup> May 2019
Policy Originator	Jillian Williams
Review of Policy due by:	22 <sup>nd</sup> May 2022

Version 1.00

## Summary of Privacy Policy

Why is this Policy required?	<ul style="list-style-type: none"><li>• Springwood Taxis must have in place adequate arrangements for the effective management of an individual's personal information.</li></ul>
Who & what does this Policy apply to?	<ul style="list-style-type: none"><li>• All legal entities and employees of Springwood Taxis, agents and contractors that act for or on behalf of Springwood Taxis.</li><li>• All relevant laws, regulations and regulator practice notes, regulatory guides or other regulatory Policies; product and service contracts; industry codes; corporate policies and procedures.</li></ul>
Management Committee	<ul style="list-style-type: none"><li>• Springwood Taxis Management Committee (the Committee) has governance oversight of this Policy and is responsible to ensure that it is implemented. The Committee has ultimate responsibility for the identification and management of any client complaint.</li></ul>
All employees, all agents and contractors ('Personnel')	<ul style="list-style-type: none"><li>• Personnel who act for or on behalf of Springwood Taxis are responsible to carry out their duties with due care and diligence; to know and apply risk controls pertaining to their functions; and to comply with this Policy at all times.</li></ul>
Compliance	<ul style="list-style-type: none"><li>• The Compliance Manager is accountable to monitor that complaints are managed in accordance with this Policy</li></ul>

# Springwood Taxis Privacy Policy

## 1 Introduction

Springwood Taxis has an obligation under the Privacy Act 1988 (Privacy Act) to have in place adequate arrangements for the effective management of an individual's personal information.

Management Committee is fully committed to respecting the privacy of our clients' personal information. Personal information is information which identifies an individual or from which the identity of the individual can be reasonably ascertained. An individual's name, address and telephone number are examples of an individual's personal information.

## 2 Scope

This Policy applies to all legal entities and employees of Springwood Taxis. It also applies, to the maximum extent possible, to agents and contractors that act for or on behalf of Springwood Taxis. The scope of the Policy extends to obligations imposed by Springwood Taxis' authorisation as both a Taxi Service Provider and a Booked Service Provider.

## 3 The Policy

This Policy outlines Springwood Taxis' personal information management practices. It covers the following areas:

- Collection of personal information
- Use and disclosure of personal information
- Access to and updating personal information
- Security of personal information
- Contact details
- Complaints
- Changes to this Policy

## 4 Collection of Information

We only collect personal information about a Client which is necessary to carry out our functions and activities or that we are required by law to collect.

## 5 Use and Disclosure

We generally use and disclose a Client's personal information for purposes related to the main purpose for which the information was collected. We may also use or disclose a Client's personal information if the individual has consented to the use or disclosure.

For example, we may disclose a Client's personal information to our service providers who assist us in administration. We will only disclose an individual's personal information to these third parties on a confidential basis so that the service provider can effectively provide those services.

We may otherwise use or disclose an individual's personal information where required or authorised by law.

## **6 Access to personal information**

A Client may request access to their personal information or request us to correct information that we hold about them. To make a request, please put your request in writing using the Contact Details in section 8 of this policy.

We require as many details as possible about the information requested in order to help us retrieve it. We will also require proof of your identity before we can provide you with access to your personal information.

In some circumstances, we may not be required by law to provide an individual with access or to correct their personal information. If this is the case, we will provide the individual with reasons for our decision.

## **7 Security of Information**

Springwood Taxis takes reasonable steps to protect all of the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure. This protection applies in relation to information stored in both electronic and hard copy form.

## **8 How to contact us**

Any questions, concerns or complaints about our Privacy Policy or you wish to request access to any of your personal information that we hold about you, please contact us as follows:

Privacy Officer  
Springwood Taxis  
PO Box 46  
Springwood NSW 2777  
Telephone number: 02 4751 1444  
Email: [admin@springwoodtaxis.com.au](mailto:admin@springwoodtaxis.com.au)

## **9 Complaints**

If an individual wishes to make a complaint, they can contact the Privacy Officer using the Contact Details above.

If an individual feels that we have not adequately dealt with their complaint, they may contact the Privacy Commissioner. Complaints should be made in writing to:

Privacy Commissioner  
GPO Box 5218,  
Sydney NSW 1042.

## **10 Monitoring and reporting requirements**

Compliance Manager is responsible for ensuring that adequate monitoring of compliance with this Policy.

## **11 Non-compliance with this Policy**

Incidents of wilful non-compliance with this Policy are considered to be serious and may be grounds for legal action, dismissal or both.

## **12 Point of Contact**

The Compliance Manager is the point of contact for matters arising from this Policy.