

Kangaroo Bus Lines (KBL) is bound by the National Privacy Principles (NPP's) which explain how businesses are able to collect and deal with personal information about individuals.

This Privacy Statement explains how KBL will deal with personal information obtained by it which is covered by the National Privacy Principles. KBL is committed to ensuring that everyone within the organisation understands and complies with the privacy principles. This policy aims to help ensure that occurs.

A full copy of the NPP's can be obtained by visiting the Privacy Commissioner's web-site at [www.privacy.gov.au](http://www.privacy.gov.au).

How KBL will apply the privacy principles to relevant Personal Information

### **Collection of Personal Information**

The types of personal information that we collect from you will depend on the circumstances of collection and on the type of service you request from us. For example, when you request us to make your travel arrangements, we may collect details such as your name, address, trip and other travel details, credit/debit card number and expiry date, billing address, telephone numbers, and health issues or special needs relevant to your travel arrangements.

KBL recognises the sensitivity of receiving credit card information from customers in the course of its business. KBL will only collect and use that information for the purposes it is disclosed relating to KBL business requirements and will not use the credit card information for any other purpose other than the purposes for which it is collected.

### **Use and Disclosure of Personal Information**

We generally collect your personal information for the following purposes:

- Processing your booking;
- Being aware of any special travel requirements (health or otherwise) you may have;
- Providing you with confirmation of your booking and advising you of any changes to your itinerary;
- Processing and considering your employment application (refer to "Applications for Employment" section below);
- For any marketing, promotions, publicity, direct marketing or market research that we might undertake;
- Addressing any feedback or complaints you may have;
- Answering any queries you may have.

We will inform you, (either in established policies or otherwise), about who else might be provided with personal information by KBL related to KBL conducting its business or for other proper purposes.

We will use the personal information we collect only for the purposes of collection or a related purpose. We will obtain consent of the person concerned if we wish to use the information for another reason.

### **Applications for Employment**

Generally, the type of personal information we collect about you is the information included in your application, such as your name, mailing address, phone number, e-mail address, career history, education details or other information relating to your career.

When considering your application, we may also obtain personal information about you from third parties you have nominated, such as your previous employers or nominated referees. For some positions we may also collect sensitive information about you such as information about your health (including any disability) or any criminal record that you may have.

When you apply for a position with us we will collect your personal information for either or both of the following purposes:

- Assessing your suitability to progress at each stage of the recruitment process for a position; or
- Store your information within Human Resources for future job opportunities.

If you do not provide us with the information we seek, we will be unable to do one or more of the above.

When applying for a position with us we may need to disclose your personal information to: Referees or previous employers;

- Recruitment agencies or related entities acting on our behalf;
- Law enforcement agencies to verify whether you have a criminal record or educational or vocational organisations to the extent necessary to verify your qualifications.

### **Other commitments**

We will take reasonable steps to ensure personal information is accurate and protect personal information from misuse, loss or unauthorised access or disclosure.

We will be open about the kinds of personal information held by us in relation to you and will give you access to personal information about you and correct it if it is wrong.

We will only collect sensitive information with your consent, as required by law or where necessary in accordance with the privacy principles.

## **Access to personal information**

If KBL holds personal information about a person to which the Privacy Principles apply, it must allow the person access to the information on request if the person wishes to access personal information held by KBL unless it is exempt information or a relevant exception applies. A request should be made in writing to the Personnel Department. KBL will arrange to make the information available as soon as reasonably practical and will seek to do so within 14 days if possible. At the time of your request, KBL will advise you if an exception applies and will explain that exception to you.

The exceptions to KBL providing a person with access to their personal information include:

- providing access would have an unreasonable impact upon the privacy of other persons; or
- the request for access is frivolous or vexatious; or
- the information relates to existing or anticipated legal proceedings between KBL and the person, and the information would not be accessible by the process of discovery in those proceedings.

## **Disclosure of any personal information to a third party**

We may disclose your personal information to third parties, for example, to our contractors to whom we contract out certain services, travel and freight service providers.

We may also disclose your personal information to various law enforcement agencies and governments around the world for security purposes.

We engage third party contractors to perform services for us which involves the contractor handling personal information we hold. In these situations, we prohibit the third party contractor from using personal information about you except for the specific purpose for which we supply it.

Other than the above, we will not disclose your personal information without your consent unless disclosure is either necessary to prevent a threat to life or health, authorised or required by law, reasonably necessary to enforce the law or necessary to investigate a suspected unlawful activity.

## **Commitment to your personal information kept up to date**

We endeavour to ensure that your personal information is accurate, complete, and up-to-date whenever we collect or use it. For any inaccurate, incomplete or out-of-date information we will take reasonable steps to either correct this information, or if necessary, discuss alternative action with you.

### **Resolving your concerns**

If you wish to gain access to your personal information, have a complaint about a breach of your privacy or you have any query on how your personal information is collected or used please forward your request, complaint or query to the address below. We will respond to your query or complaint as soon as possible.

### **Changes to this Privacy Statement**

Where necessary, Kangaroo Bus Lines may amend this Privacy Statement as our business requires or the law changes.

### **For further information please contact:**

Privacy Officer  
Kangaroo Bus Lines  
Po Box 143  
Morayfield Qld 4506