

Privacy Policy

Principles

Jim Pearson Transport and its subsidiaries ("JPT") recognise that your privacy is important. This document is our Privacy Policy, and it tells you how we collect and manage your personal information (including personal information JPT will collect from you when you access the JPT website and how we will use that information). We respect your rights under the Privacy Act 1988 and the Australian Privacy Principles (APPs) upon which this policy is based.

JPT Privacy Policy applies to personal information collected and held by JPT and the people employed or engaged by JPT. The policy covers personal information pertaining to prospective, current, former workers and associates of JPT. These can include but not limited to clients, contractors, employees of contractors, and suppliers. Personal information does not include information about an individual that is contained within publicly available publications.

Any hardcopy or electronic record created by a JPT worker in the course of their duties is an official company record and is, therefore, covered by this Policy.

In this Policy, the expressions "**personal information**" is used to describe any information or opinion about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion. It may include name, address, date of birth, email address, profession or occupation. If the information collected personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

In this Policy, the expression of "**sensitive information**" is used to describe personal information relating to racial or ethnic origin, religious and philosophical beliefs, sexual activities, political affiliations, disabilities and medical conditions.

In this Policy, the expression "**health information**" is used to describe information or opinion about the physical, mental health or a disability of an individual; a health service provided or to be provided to an individual; other personal information collected to provide, or in providing, a health service. Health information is a type of sensitive information.

What personal information do we collect and hold?

We may collect the following types of personal information about you:

- Name
- Address
- Email address
- Telephone number
- Age or birth date
- Profession, occupation or job title
- Employment history
- Education history
- Medical information
- Workers' compensation claims
- Security information from police or other government departments
- Tax File Number
- Superannuation account information
- Bank account information
- Any additional information relating to you that you provide to us directly through our website or indirectly through use of our website or online presence.

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- Information that you provide to us through customer surveys or visits by our representatives from time to time.
- We may also collect some information that is not personal information because it does not identify you. For example, we may collect anonymous answers to surveys.

How do we collect your personal information?

JPT collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect in ways including:

- through your access and use of JPT website
- email
- telephone
- online forms
- during conversations between you and our representative
- face to face meetings

JPT may also collect personal information from third parties including:

- your current or previous employer
- personal and professional references
- medical professionals
- web filtering services
- from third party companies such as law enforcement agencies and other government entities

Personal information and health information will only be collected if it is required for a lawful purpose directly related to a function or activity of JPT, or if the collection of the information is required by law.

- All reasonable steps will be taken to ensure that personal information collected and held by JPT is accurate, authentic, and reliable.
- JPT will take reasonable steps to inform individuals of how it will use the information collected.
- JPT will take reasonable steps to inform individuals of the implications of providing and of not providing the information.

JPT will only collect **sensitive information** as required by law or with the individual's consent.

Solicitation of personal information

JPT will solicit personal information directly from the individual concerned except where the individual authorises otherwise, or in cases where the individual would be disadvantaged if the information were not gained from another source.

JPT may solicit personal information from a source other than the individual concerned if the individual is reasonably suspected of being or having been engaged in unlawful activity.

Storage, data quality and security of personal information

JPT take reasonable steps to ensure that personal information is protected by all reasonable safeguards against loss, unauthorised access, use, modification, disclosure or any other misuse.

JPT will ensure that personal information is kept for no longer than necessary for the purposes for which it may lawfully be used. We may hold your information in either electronic

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or hard copy form. Personal information is destroyed or de-identified when no longer required or when we are no longer required by law to retain it (whichever is the later).

Our website

This Privacy Policy also applies to our website at <http://docs2.jimpearson.com.au/>. As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online. JPT also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

Use and disclosure of personal information.

JPT may use and disclose your personal information for the primary purpose for which it is collected, for reasonably expected secondary purposes which are related to the primary purpose and in other circumstances authorised by the *Privacy Act*. Personal information collected and held by JPT will only be accessed and used by people employed or engaged by JPT as required in the fulfillment of their duties and in a manner consistent with the original purpose stated at the time of the collection or a reasonably expected secondary purpose.

Personal information may be disclosed in the following instances:

- with the individual's written consent
- to comply with any law, rule, regulation, lawful and binding determination, decision, or direction of a regulator, or in co-operation with any government authority.
- to ensure we comply with our safety obligations.
- to ensure we comply with all applicable laws.
- to auditors, insurers, customers for compliance checking purposes.
- to claims-related providers, such as assessors and investigators, who help us with claims.
- to provide you with access to protected areas of our website.
- to update our records and keep your contact details up to date.
- to process and respond to any complaint made by you.

Third parties to whom JPT releases personal information are required to abide by the principles contained in the JPT Privacy Policy.

Some personal information which JPT collects is 'sensitive information'. Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or where certain other limited circumstances apply (e.g., where required by law).

Do we disclose your personal information to anyone outside Australia?

We may disclose your personal information to entities located outside of Australia, including the following:

- Our data hosting and other IT service providers.
- Suppliers and other third parties with whom we have commercial relationships, for business.

How can you access and correct your personal information?

You may request access to any personal information we hold about you at any time by contacting us (see the details below). Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it (for example, by

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mailing or emailing it to you). We may charge you a reasonable fee to cover our administrative and other reasonable costs in providing the information to you. We will not charge for simply making the request and will not charge for making any corrections to your personal information.

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

If you believe that personal information, we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment, then we will add a note to the personal information stating that you disagree with it.

What is the process for complaining about a breach of privacy?

If you believe that your privacy has been breached, please contact us using the contact information below and provide details of the incident so that we can investigate it. We will treat your complaint confidentially, investigate your complaint and aim to ensure that we contact you and your complaint is resolved within a reasonable time.

If you're not satisfied with our handling of your matter, you can refer your complaint to external dispute resolution. We suggest you do this only once you've first allowed our internal complaint processes set out above.

If your complaint is about the way we handle your personal information, you may also contact the Office of the Australian Information Commissioner by calling them at 1300 363 992 or writing to the Office of the Australian Information Commissioner, GPO Box 5288 Sydney NSW 2001.

Contacting us

If you have any questions about this Privacy Policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please contact our HR Manager using the details set out below

HR Manager
Jim Pearson Transport
Po Box 5111
Port Macquarie NSW 2444
Tel: 02 65810666

Responsibilities

All workers and associates of JPT are responsible for adhering to the provisions of the Policy.

Signature: 

Date: 14-3-23

Jim Pearson
Managing Director