

PERSONAL INFORMATION PROTECTION

PROCEDURE

PURPOSE

Tasmanian Railway Pty Limited (TasRail) values the privacy of every individual's personal and sensitive information. TasRail is committed to protecting the information it collects, stores, handles, uses and discloses in accordance with the requirements of the *Personal Information Protection Act 2004* (Tas), *Privacy Act 1988* (Cth) and *The Right to Information Act 2009* (Tas).

This procedure outlines the type of information collected by TasRail, why and how it is managed.

APPLICATION

This procedure applies to all Employees and Contractors

Personal and Sensitive information collected by TasRail

The types of personal information we collect may include, but is not limited to:

- Names, job titles, contact and address details of individuals including our employees, contractors, customers and key stakeholders;
- Information in identification documents (passports, licences etc.) where relevant to your employment;
- Tax file numbers and other government issued identification numbers where relevant to your employment;
- Date of birth and gender of employees;
- Bank account details for payroll purposes;
- Details of superannuation and insurance arrangements for payroll purposes;
- Educational qualifications, trade qualifications, employment history and salary details;
- Visa or work permit status where relevant to your employment;
- Personal contact information for your spouse, dependents or nominated next of kin to be used in the event of an incident or emergency;
- Information about individual work performance.

From time to time we may also collect Sensitive Information in regards to individuals including, but not limited to:

- Membership of a professional or trade association related to your role.
- Medical information relevant to your employment.
- Criminal records contained in Police checks conducted as part of employment procedures.

How we collect and manage Personal and Sensitive information

Generally we collect personal information directly from individual employees, contractors, customers or stakeholders (in person, over the phone or via email). Sometimes it may be necessary for TasRail to collect personal information from a third party, for example from a contractor that may be providing sub-contractors or services to TasRail. TasRail also monitors employee use of company provided resources (phone, Internet, iPad, vehicles etc.) in accordance with company procedures.

We also may collect personal information from individuals accessing TasRail's website and social media but only in circumstances where an individual voluntarily provides this information to TasRail via these forums.

If you provide us with someone else's personal information, you should only do so if you have their authority or consent, and inform them of the matters set out in this policy.

TasRail holds personal information in hard copy and electronic formats. We employ security to protect the information we hold by both physical and technological measures (building security, passwords, firewalls etc).

TasRail's purpose for collecting, holding, using and disclosing Personal and Sensitive information

TasRail will only use information for the purpose it was collected, unless we are required to use or disclose it by law. We collect, hold and use personal information for a number of purposes including:

- To respond directly to requests, queries or complaints;
- To maintain contact with our customers, suppliers and key stakeholders about business related matters;
- To provide information about TasRail to interested parties that have given their consent to receive it (for example newsletters etc.);
- For recruitment purposes;

- For purposes relating to the employment of our personnel;
- To meet any legal and regulatory obligations;
- For any other business related purpose.

The types of third parties we may disclose your personal information to include:

- Government or regulatory bodies or agencies (for example the Office of the National Rail Safety Regulator or the Australian Taxation Office).
- Our contractors, to provide them with contact details, training records etc. where there is a specific requirement for such information.
- Medical practitioners for employee emergency medical care or work related health assessments.

TasRail does not disclose personal information to third parties for marketing purposes.

Definitions

Personal Information means any information or opinion in any recorded format about an individual whose identity is apparent or is reasonably ascertainable from the information or opinion; and who is alive or has not been dead for more than 25 years.

Sensitive Information means personal information or an opinion relating to personal information about an individual's; racial or ethnic origin; political opinions; membership of a political association; religious beliefs or affiliations; philosophical beliefs; membership of a professional or trade association; membership of a trade union; sexual preferences or practices; criminal record; health information.

Gaining access to Personal and Sensitive Information held by TasRail

You can gain access to your personal information held by TasRail. We take reasonable steps to ensure that the personal information we hold is accurate, however if you believe that any personal information TasRail has collected about you is inaccurate, not up-to-date, incomplete, irrelevant or misleading you may request a correction. Such requests should be made to the Human Resources Manager in person, via email, or post to PO Box 335, Kings Meadows, Tasmania, 7249.

How to lodge a complaint

If you are unhappy with TasRail's handling of your personal and/or sensitive information a complaint can be made to onlineenquiries@tasrail.com.au in the first instance. If the matter

remains unresolved, a complaint can be lodged with the Ombudsman - Tasmania (www.ombudsman.tas.gov.au).

Associated Documents and References

- IM-POL-001 Information Management Policy
- Right to Information Act 2009 (Tasmania)
- IM-PRO-200 Disclosure of Information Procedure
- Archives Act 1983 (Commonwealth)
- Privacy Act 1988 (Commonwealth)
- Rail Safety National Law 2012 (RSNL)
- Personal Information Protection Act 2004 (Tasmania)