

# Privacy Policy

**Connect Macquarie Park & North Ryde ('Connect')** is the transport management association for our area, a business-led not-for-profit working towards smarter travel options for our members.

Connect recognises the importance of protecting your privacy and your rights in relation to your personal information. This policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

## **Summary of key points within this summary:**

- We collect Personal Information about you via a number of means for the primary purpose of our work.
- We do not purchase personal information from third parties and do not sell identifiable personal information to third parties.
- Connect does not intend to collect your Sensitive Information, and will not use Sensitive Information for our purposes.
- You may choose to participate in Connect workplace travel surveys anonymously to restrict the amount of information we are able to collect about you.
- You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing, or via the "Unsubscribe" or "Unfollow" features used within our communications.
- You may access the Personal Information we hold about you, to update and/or correct it and to understand how we collected it.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.aaic.gov.au](http://www.aaic.gov.au)

## **What is Personal Information?**

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: **names, workplace, job title, email address, telephone numbers, home address, age, gender, mobile device or technology platform used, work patterns and travel patterns.**

This Personal Information is obtained most commonly via Connect workplace travel surveys, and in other ways including via correspondence by email and telephone, by visiting our website connectmacpark.com, in conversation between you and representatives of Connect, by attending a Connect event, or by using our social media channels @connectmacpark.

When completing a Connect workplace travel survey you may choose to submit your work and travel information to us in an anonymised way from the outset.

**We do not purchase personal information from third parties, and do not sell identifiable personal information to third parties.**

## **Why do we collect your Personal Information?**

We collect your Personal Information for the primary purpose of providing our services to you, providing non-identifiable information to our members, for travel planning in the area and for marketing purposes. Marketing could include corresponding directly with you about primary purpose services in our area.

We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing, or via the “Unsubscribe” or “Unfollow” features used within our communications.

## **Sensitive Information**

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

**Connect does not intend to collect your Sensitive Information, and will not use Sensitive Information for our purposes.**

Connect does not use government identifiers (e.g. Medicare number or driver's license) as a means of identifying or collecting information about you.

## **Third Parties**

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties, such as your employer. In such a case we will take reasonable steps to ensure you are made aware of the information provided to us by the third party.

## **Disclosure of Personal Information**

Your Personal Information may be disclosed in a number of circumstances including the following:

- On an anonymised basis to third parties, including your employer, where you consent to the use or disclosure; and
- Where required or authorised by law.

## **Security of Personal Information**

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure, whether in hard copy or electronic format. Although Connect and its activities are wholly based within Australia, Connect uses secure online services to collect and store your information. These services may be based outside of Australia and subject to the law of other countries.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

## **Access to your Personal Information**

You may access the Personal Information we hold about you, to update and/or correct it and to understand how we collected it.

**If you wish to access your Personal Information, please contact us in writing.**

In order to protect your Personal Information we may require identification from you before releasing the requested information.

**Connect** will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information. Connect will endeavour to process your request within a reasonable time.

## **Maintaining the Quality of your Personal Information**

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

## **Policy Updates**

This Policy may change from time to time and will be made available on our website.

## **Privacy Policy Complaints and Enquiries**

If you have any queries or complaints about our Privacy Policy, or the collection, storage and use of your Personal Information please contact us at:

**Connect Macquarie Park & North Ryde, 1 Lyonpark Road, Macquarie Park, NSW, 2113**

**Email: info@connectmacpark.com**

**Telephone: 1300 761 527**

This policy was last updated on:

Monday 17 June 2019