



Privacy Policy

This website is owned and operated by Holroyd Bus Lines Pty Ltd T/A's Baxter's Coaches (to be referred to as 'we', 'our' and 'us') and we adhere to compliance with the Australian Privacy Principles described in the *Privacy Act 1988*.

This company Privacy Policy relates to the way in which personal information is collected on our website and through our communication channels, the nature of that information and how it is subsequently used and protected. We reserve the right to amend the Privacy Policy at our discretion and it is separate from other terms and conditions set out on our website.

Personal Information – definition, collection, and use

Definition

The Privacy Act defines personal information as *information or an opinion about an identified individual, or an individual who is reasonably identifiable*.

Our company will only collect information when it has been submitted voluntarily for a specific purpose. Some examples of this include:

- Contact made by an individual in relation to a booking enquiry.
- Contact made in relation to a request, feedback, or complaint.
- An application for employment with us.

Some of the information collected to assist with the above includes name, date of birth, phone number, employment history, photograph and other contact details including email address and business/home address where relevant. Payment details (including credit card details) and identification (including driver's license) may be required in certain circumstances.

Collection & Use

Website, email, telephone or in-person visitors submit personal information voluntarily and for a specific purpose. This may also include a secondary purpose related specifically to the primary purpose. An example of this may include a prospective employee providing health information.

Any sensitive information submitted will require consent at the time of collection.

Any copies of correspondence provided to us containing possible personal information are stored by our company for the sole purpose of record-keeping and back-up.

We may, as appropriate and on occasion, contract a third party to provide you with goods and services on our behalf. This would be done with your consent and to comply with your request and booking. Our employees and contractors have an obligation to respect the confidentiality

of any personal information held by us, and we make reasonable efforts to ensure that third parties adhere to the Australian Privacy Principles.

Security

Although internet data transmission cannot be held as 100% secure, we make every reasonable commercial effort to ensure the privacy and security of personal information submitted to us. To this end, we review and update security measures regularly.

To monitor the performance of our website, including diagnosing problems and dealing with support issues, our web servers will track IP addresses and documents downloaded, session times etc. This information is not used to identify individual users.

We use cookies to provide you with a better experience. These cookies allow us to increase your security by storing your session ID and are a way of monitoring single user access. This aggregate, non-personal information is collated and provided to us to assist in analysing the usage of the site.

By using our website, you consent to the collection and use of this information.

Access to and Correction of Personal Information

Baxter's Coaches endeavours to keep your information as accurate and as up to date as possible. If, however, you discover that any of this information is incorrect, or you would like to access, review, or update your details, please contact us at:

enquiries@baxterscoaches.com.au

Please provide your contact details and your request and we will respond as soon as is reasonably practicable.

Questions/Problems

We take any concerns or problems with our website and personal data very seriously and will make every effort to address these issues with urgency.

If you have any enquiries in relation to our Privacy Policy or any other question or complaint, please contact us at the above email address.

For more information about privacy issues in Australia and protecting your privacy, visit the Australian Government Attorney General's Department website - www.ag.gov.au/rights-and-protections/privacy