

PRIVACY POLICY

The Ron Finemore Transport Group (RFT Group) is committed to protecting the privacy of our workers, customers and suppliers and complying with the Privacy Act 1988 (Cth) (Privacy Act) and other relevant state laws in relation to the management of personal information. This Privacy Policy describes our policies and procedures on the collection, holding, use and disclosure of personal information. This Policy has been developed with regard to the Australian Privacy Principles (APP) and contains information required under APP 1.4

What is personal information?

When used in this Policy, “personal information” has the meaning given in the Privacy Act as follows:

Personal information means information or an opinion about an identifiable individual, or an individual who is reasonably identifiable:

- a. *whether the information or opinion is true or not and*
- b. *whether the information or opinion is recorded in material form or not.*

What personal information do we collect and hold?

The RFT Group collects the personal information that is provided to it by an individual.

This may include name, address, age or date of birth, telephone number, workplace details, email address, tax file number and bank details.

In the case of pre-employment and periodic (trucksafe) medical checks, medical surveillance, workers’ compensation, rehabilitation and return to work programs, with the individual’s consent, we may also collect health information such as medical history.

Wherever possible, we will try to collect personal information from each individual directly, rather than from another person or source, unless it is unreasonable or impractical to do so.

In the case of information collected for the purpose of pre-employment/periodic medicals, medical surveillance, workers’ compensation, rehabilitation and return to work, a copy of the relevant medical reports may be collected from other sources with the consent of the individual.

How do we collect, hold and secure personal information?

Examples of situations where the RFT Group may collect personal information include:

- Dealing with a customer or supplier over the phone or in person;
- Providing transport and logistics services to a client;
- Driving a heavy vehicle (Driver Safety Program);
- Handling complaints;
- Someone applies for a position;
- Managing employee records;
- Pre and post employment medicals
- Training or certification activities;
- Workers’ compensation or rehabilitation and return to work programs following a work-related injury or illness.

In some cases, we may also collect personal information through the use of cookies. A “cookie” (which is a small summary file containing a unique ID number) is sent to the computer when someone accesses the RFT Group website. This enables us to recognise the computer and whether the user is registered. We also use cookies to measure traffic patterns, to determine which areas of our website have been visited and to measure overall, aggregate transaction patterns. If someone does not wish to receive cookies, they can set their browser so that their computer does not accept them.

Our Driver Safety System uses the Seeing Machines Guardian System, a service which transmits vehicle data to Seeing Machines servers in Australia or the United States. In Cab Seeing Machines analyse driver behaviour patterns that identify unsafe driving patterns and alert the driver immediately they are at risk of having an accident. If triggered, an event is transmitted for analysis, after verification.

The RFT Group takes reasonable steps to ensure the security of all information we collect, including that the information is protected from misuse and loss and from unauthorised access, modification or disclosure. For example, personal information is maintained in a secure environment, that can be accessed only by authorised personnel. Data that is provided to the Regulator, does not contain personal information such as an individual’s name or home address. However, no data transmission over the internet or information stored on servers accessible through the internet can be guaranteed to be fully secure.

In addition, we take reasonable steps to destroy or de-identify personal information once we no longer need it.

What is the purpose of the collection of personal information?

The personal information that is provided to us may be used by us for the following purposes:

- To employ and pay workers;
- To provide rehabilitation and return to work assistance following injury or illness;
- To provide Comcare with de-identified claim and rehabilitation data that is used for licence performance measures and trend analysis;
- To identify existing medical conditions that might place a worker at risk of injury or illness;
- To ensure the safety and wellbeing of our workers;
- For internal administrative purposes;
- To update our records and keep contact details up to date;
- To assess a job application; and
- For complaints handling, so we can process and respond to a complaint.

Other than for the purposes described above, the RFT Group will not use your personal information without your prior consent.

How can personal information be accessed and corrected?

Individuals may request access to the personal information that is collected by us and ask that we correct that personal information. We will usually respond within 30 days. If we refuse to give you access to, or correct, your personal information, we will notify you in writing setting out the reasons.

How can an individual complain about a breach of Australian Privacy Principles by the RFT Group?

If someone believes their privacy has been breached or they have a complaint about how we have handled their personal information, they should contact us in writing.

We will respond within a reasonable period (usually within 30 days).

If the person is not satisfied with our response, they may lodge a formal complaint with the Office of the Australian Information Commissioner (for more information please see www.oiac.gov.au).

Disclosure of personal information overseas?

Our Driver Safety System uses the Seeing Machines Guardian System, a service which transmits vehicle data to Seeing Machines servers in Australia or the United States. In Cab Seeing Machines analyse driver behaviour patterns that identify unsafe driving patterns and alert the driver immediately they are at risk of having an accident. If triggered, an event is transmitted for analysis, after verification.

We do not directly disclose personal information to recipients located overseas.

Disclosure of personal information

Personal information will only be disclosed to third parties in accordance with this Privacy Policy. Information may be provided to third parties where any functions or services relating to the purpose for which the personal information is collected are being outsourced or an individual would reasonably expect us to disclose it to a third party for a particular purpose – for example as part of a safety investigation or safety intervention program, workers' compensation, injury management or rehabilitation program.

The RFT Group may also disclose personal information if:

- The individual has consented to the disclosure;
- Where disclosure is necessary to prevent injury to life or health; and
- It is required or authorised by or under an Australian law or a court/tribunal order.

Complaints about privacy

If someone believes their privacy has been breached or they have a complaint about how we have handled their personal information, they should contact us in writing.

We will respond within a reasonable period (usually within 30 days).

If the person is not satisfied with our response, then they may lodge a formal complaint with the Office of the Australian Information Commissioner (for more information, please see www.oiac.gov.au).

Access to the Privacy Policy

The Privacy Policy is available free of charge by requesting a copy from the RFT Group, or by accessing the company web page.

Changes to this Privacy Policy

The Privacy Policy may change from time to time. Any updated versions of this Privacy Policy will be posted on our intranet site and will be effective from the date of posting.



James Dixon
Chief Executive Officer