

# Privacy Policy

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## 1. ABOUT THIS PRIVACY POLICY

This Privacy Policy (**Policy**) describes how Tasmanian Ports Corporation Pty Ltd, Bass Island Line Pty Ltd, King Island Ports Corporation Proprietary Limited, Flinders Island Ports Company Pty Ltd and Southern Export Terminals Pty Ltd (together, "**TasPorts**", "**we**", "**our**" or "**us**") collect, handle and protect your personal information.

TasPorts runs a diverse range of operations across Tasmania with the purpose of facilitating trade for the benefit of Tasmania through the commercial provision of infrastructure and services. TasPorts is responsible for the management and maintenance of essential port infrastructure in Tasmania. This includes forestry terminal operations in Burnie and Bell Bay, the Devonport Airport, maintenance of port berths, channels, wharves, landside assets, marine fleet and key navigational aids. TasPorts ensures the safe control and security of all major Tasmanian ports and delivers critical marine pilotage services as well as provision of towage, slipway and refuelling facilities, supply of floating plant and equipment for marine engineering projects, shipping services, construction and coastal haulage. Bass Island Line Pty Ltd also operates a commercial shipping line. In addition, TasPorts maintains outports and community-use waterfront assets in Hobart's Sullivan's Cove, Stanley, Inspection Head, Strahan, Flinders Island and King Island.

We are committed to protecting your personal information and understand the importance of protecting it. This Policy outlines the types of personal information that we usually collect, the purposes for which we collect it, to whom we disclose it, how we hold and keep it secure, and your rights in relation to your personal information, including how to complain and how we deal with complaints.

We will handle your personal information in accordance with this Policy, applicable legislation including the *Personal Information Protection Act 2004* (Tas) (**PIP Act**) and the Personal Information Protection Principles (**PIPPs**), and the *Privacy Act 1988* (Cth) (**Privacy Act**).

In this Policy, **personal information** means any information or opinion about an identified individual or an individual who is reasonably identifiable, whether true or not. It does not include information that is de-identified (anonymous data).

This Policy applies to all of TasPorts' staff, team members, trainees, apprentices, contractors and consultants. It may also affect TasPorts' customers, clients, agents and shipping agents.

We may change this Privacy Policy from time to time, by publishing changes on our website at <https://www.tasports.com.au/>.

## 2. TYPES OF PERSONAL INFORMATION WE COLLECT

The types of personal information we collect about you depends on the dealings you have with us, and may include:

- Identification information: name, address and previous address, date of birth, gender, email address, fax number, phone number and drivers licence number.
- Financial information: billing and payment details and credit card details.
- Information about the interaction between you and TasPorts: information about services ordered or supplied, goods supplied, information about enquiries made, complaint details, login details for our online portals.
- Employee information: information relating to our employees (including contact details, date of birth, bank details, employment history, referees, health checks, performance, salary and superannuation), job applicant information (including employment history, qualifications and references) and tax file numbers.
- CCTV footage: we use CCTV within ports and other sites controlled by us, and, as part of this, may capture your image.

- Sensitive information: health information, professional, union or trade memberships.
- Credit information: details relating to your credit history, credit capacity and credit eligibility information, which we may collect from you, other credit providers or credit reporting bodies.
- Other information: Occupation, ABNs (as they relate to individuals), drone pilot's certificates and other information that is reasonably necessary to provide our goods or services and/or conduct our functions or activities.

### **3. DEALING WITH US ANONYMOUSLY OR USING A PSEUDONYM**

Where possible and lawful, you may interact with us anonymously or using a pseudonym. For example, if you contact us with a general question we will not record your name unless we need it to adequately handle your question.

However, for many of our functions and activities we usually need your name, contact information and other details to enable us to provide our goods or services to you.

### **4. WAYS WE COLLECT YOUR PERSONAL INFORMATION**

We may collect personal information from or about you in different ways, including:

- When you interact with us through general correspondence such as through phone, email, video-conferencing, post or internet;
- When you complete online forms on our websites (or physical forms) (including, for example, contact us forms, security access requests, berthing facilities, drone requests, filming requests, parking permit request forms, event enquiries, property leasing enquiries, vendor registration forms);
- When we provide services or goods to you;
- Through lease, tenancy or licence agreements or other commercial agreements;
- When you access our online portals;
- From our agents, shipping agents, contractors and service providers;
- From authorised representatives appointed by you;
- Responses to tenders or quotes;
- Provision of security lists at sites operated by TasPorts;
- Through our websites through the use of cookies (refer to section 5 below for further information about our use of cookies on our websites);
- Your access to our sites, including those that have surveillance cameras installed;
- When you access and use our weighbridges;
- When you call VTS or TSOC or VTS or TSOC call you and those phone calls are recorded;
- Through third party services (such as internet logs collected from Telstra);
- Through applications for credit;
- Via your insurers to verify details you have provided to us;
- Through publicly available sources such as the use of other websites and directories; and
- If you apply for employment with us, we may also collect information through referees, current or previous employers and academic institutions.

### **5. COLLECTION OF INFORMATION VIA OUR WEBSITES**

When you visit our websites, we may also use 'cookies' or other similar tracking technologies that help us track your website usage and remember your preferences. Cookies are small files that store information on your computer, mobile phone or other device. They enable the entity that put the cookie on your device to recognise

you across different websites, services, devices and browsing sessions. You can disable cookies through your internet browser but our websites may not work as intended for you if you do so.

Whilst we do not use browsing information to identify you personally, we may record certain information about your use of our websites, such as which pages you visit, the time and date of your visit, search engine referrals and the internet protocol address assigned to your computer.

## **6. PURPOSES FOR WHICH WE COLLECT, USE AND DISCLOSE PERSONAL INFORMATION**

We collect, use and disclose your personal information for the following purposes:

- To verify your identity;
- To provide our goods, services and information to you;
- To improve our processes, systems, products, goods, services and information;
- For billing and invoice purposes;
- To develop, manage and improve our relationship with you, your business partners or your related entities;
- For ship, port and site security maintenance;
- To operate, maintain and upgrade our sites;
- For security and surveillance purposes;
- Pilot exemption certificates;
- To enable you to access and use our online portals;
- To verify insurance details;
- To provide marketing and offers regarding our goods and services to you, with your consent where required;
- To consider and assess job applications;
- To manage, train and develop employees, consultants and contractors;
- To issue various work permits;
- To ensure our compliance with applicable laws and to protect TasPorts from legal claims and enforce TasPorts' legal rights;
- To perform risk assessments;
- To comply with work health and safety laws, and comply with TasPorts' Policies and Procedures;
- To facilitate our internal business operations (including managing your employment, if relevant);
- For incident and complaint management purposes;
- To carry out credit assessment before granting credit (please see section 8 for further information about how we deal with credit information);
- To collect payments owed; and
- To comply with regulatory or legal requirements and comply with law enforcement activities.

## **7. DISCLOSING YOUR PERSONAL INFORMATION**

In the course of providing our goods or services to you, we may disclose your personal information with the following:

- Members of the TasPorts group of companies and in the case of Southern Export Terminals Pty Ltd, its joint venture partners;
- Third parties in order to provide our goods or services, for example port authorities, customs, brokers, insurers, stevedores, log yard marshallers, shipping agents and agents;
- Authorised representatives appointed by you;

- Professional advisors, including lawyers, auditors, accountants and fraud-checking agencies;
- Organisations we contract with to provide services on our behalf such as IT service providers, suppliers of software, superannuation funds, debt collectors, contractors and consultants;
- Anyone to whom part of all of our assets or businesses are transferred or sold;
- If you apply for credit, we may share your personal information with credit reporting bodies to enable them to perform a credit check (further information about how we collect your credit information, as well as the rights you have in relation to that credit information is set out in section 8 below); and
- Government agencies, regulatory bodies and law enforcement agencies, or other entities including the Environment Protection Authority Tasmania, Marine and Safety Tasmania and Australian Maritime Safety Authority.

Some of these organisations may be located in overseas jurisdictions. We use service providers located in, and we store data in, countries around the world including New Zealand, Denmark, Canada, US and Ireland. However, given that we may store your information in cloud or other types of networked or electronic storage, your information could be accessed by our service providers and their support staff from various countries via an internet connection, and it is not always practicable to know in which country your information may be accessed or held.

Where we disclose personal information to a third party that is located overseas, or which will store personal information overseas, we will take reasonable steps to ensure that the overseas recipient of such personal information handles it in accordance with the standards required under applicable Australian privacy laws.

## **8. CREDIT INFORMATION POLICY AND YOUR RIGHTS IN RELATION TO YOUR CREDIT INFORMATION**

When you complete a credit application form and apply for credit, we will collect credit information about you. The types of credit information we collect includes information about:

- Your identity;
- The type and amount of credit you have, such as through credit cards and deferred payment terms;
- Your repayment history and defaults; and
- Whether you have committed fraud or a serious credit infringement.

We will obtain this information in a credit report (including a credit score) about you from a credit reporting body. We will use this information, combined with information we already hold about you, to assess your credit worthiness and to decide whether to offer you credit.

We may disclose your credit information to the following bodies:

- Companies within the TasPorts group of companies;
- Debt collection services; and
- Lawyers in the event of a default.

We hold your credit information in the same way as other types of personal information that we hold about you (as described in Section 9 below). Refer to Section 10 and 11 below for information about how you can request access to, or correction of, your personal information (including credit information), or how you can make a complaint about our handling of your credit information, including any concerns about our failure to comply with the relevant provisions of the Privacy Act relating to credit information or the Credit Reporting Code.

You also have the following rights in relation to your credit information:

- Credit providers like us can ask credit reporting bodies to use your credit information to pre-screen you for direct marketing purposes. If you do not want credit reporting bodies to use your information in this way, you may opt out by contacting us using the details in Section 12 below.
- If you think you have been or could be a victim of fraud, you have the right to ask credit reporting bodies not to use or disclose your credit reporting information.

## 9. SECURITY AND STORAGE

We store your personal information in hard copy and electronically. Hard copy information and electronic information is stored internally and by a third party storage provider. We take all reasonable and appropriate steps (including organisational and technological measures) to protect your personal information from misuse, interference and loss, as well as unauthorised access, modification or disclosure.

We only keep your personal information for as long as it is required for the purpose for which it was collected or as otherwise required by applicable laws. If we no longer need to hold your personal information for any reason or we are no longer required by law to keep it, we will take reasonable steps to de-identify or destroy that information. These steps may vary depending on the nature of the information, the way it was collected and how it was stored.

## 10. ACCESS TO AND CORRECTION OF YOUR INFORMATION

We will endeavour to ensure that the personal information collected from you is up to date, accurate and complete.

You may request access to, or correction of, the personal information we hold about you at any time by contacting our Privacy Officer. We will need to verify your identity before we can respond to such a request. Subject to any applicable exceptions or requirements, we will provide you with access to the personal information you request within a reasonable time and usually within 20 days. If we decide to refuse your request we will tell you why in writing and how to complain.

If we correct credit information we have previously disclosed to a third party, we will give each recipient of the information written notice of the correction within a reasonable time, unless it is impracticable or unlawful to do so.

## 11. COMPLAINTS

You can make a complaint in writing to our Privacy Officer using the details set out in this Policy in section 12 below. We will need to verify your identity.

We will respond to you within a reasonable period of time to acknowledge your complaint and inform you of the next steps we will take in dealing with your complaint.

If you are not satisfied with our response, you may complain to the Office of the Australian Information Commissioner (**OAIC**) via the OAIC website, [www.oaic.gov.au](http://www.oaic.gov.au).

## 12. CONTACT US

If you have a question or comment regarding this Policy or wish to make a complaint or exercise your privacy rights, please contact our Privacy Officer on the following details:

**Privacy Officer**

Telephone: 1300 366 742

Mail: PO Box 1060 Launceston Tasmania 7250

Email: [privacy@tasports.com.au](mailto:privacy@tasports.com.au)

If you have a question or comment regarding this Policy or wish to make a complaint or exercise your privacy rights in relation to Southern Export Terminals Pty Ltd, please contact the SET Privacy Officer on the following details:

**SET Privacy Officer**

Telephone: 1300 366 742

Mail: PO Box 1060 Launceston Tasmania 7250

Email: [privacyofficer@southernexportterminals.com.au](mailto:privacyofficer@southernexportterminals.com.au)

Dated: June 2021