

# Privacy Policy

## Overview

JTB Australia Pty Limited A.B.N. 99 003 218 728 is bound by the Australian Privacy Principles of the Privacy Act 1988 (the Privacy Act) and its later amendments the Privacy Amendment (Enhancing Privacy Protection) Act 2012 with respect to JTB Australia handling of personal information and sensitive information.

## Purpose

The intent of this policy is to inform all employees, potential employees and our clients that we respect their personal information and ensure we handle it in an open and transparent way in compliance with the Australian Privacy Principles.

## Scope

This privacy policy applies to all activities of JTB Australia. It does not apply to entities and activities outside of JTB Australia's control, such as websites operated by others.

## The Company's Commitment to Employee and Client Privacy

The Company respects the privacy of employees' and clients' personal information. The Company will only gather personal information where it is necessary for one or more functions or activities.

The Company is committed to ensuring compliance at all times with the Australian Privacy Principles ("APPs") as set out in the *Privacy Act 1988* (Cth) and its later amendments the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

The APPs may be obtained by contacting the Office of the Australian Information Commissioner or visiting <http://www.oaic.gov.au>.

Details of the Company's Privacy Policy can be viewed on the intranet or by accessing JTB Australia website.

## Applying the Australian Privacy Principles

The APPs apply to the collection, use and disclosure of personal or sensitive information. A definition of such information is set out at the end of this policy. The Company may use personal information for the primary purpose it was collected for or for a reasonably expected related purpose.

There are certain specified exemptions from the APPs. For example, the Company is exempt from complying with the APPs in the following situations:

1. **Staff Member Records** – the Company can use or disclose information contained in employee records where it is directly related to the employment relationship. This applies to current and former employees. If the Company discloses personal information regarding employees, the third party to whom the information is disclosed, such as a superannuation fund, will be bound by the APPs.

This exemption does not apply to candidates for future employment with the Company, or the agency representing a future candidate. Candidates need to authorise the Company to use their personal information to undertake activities relating to the recruitment process, such as checking employment history and contacting referees. Please refer to the section "Candidate Resumes" set out below.

2. **Use in legal proceedings** – Where the Company has collected information for a purpose other than the primary purpose of collection, the Company can use or disclose personal

information where it is reasonably believed that use or disclosure is necessary for the preparation for, or conduct of, proceedings before any court or tribunal, or implementation of the orders of a court or tribunal.

### **Information Collected by the Company**

The Company may collect different types of information depending on the purpose of collection.

The Company may collect information from customers, such as:

- name, address, occupation, date of birth and contact information;
- interest in the Company's tours and related products;
- credit card or bank account details;
- passport and visa information, travel documentation and itineraries;
- opinions about employees, for example, as a worker or service provider;
- relevant health information including special dietary requirements; and
- other information relating to personal circumstances that may have special requirements.

The Company may collect information from employees, contractors and workers, such as:

- name, address, occupation, professional memberships and contact information;
- date of birth;
- bank account details;
- tax file number and taxation information such as HECS information;
- work permission documentation;
- work history;
- health history in some circumstances, such as for insurance purposes;
- emergency contact details;
- references; and
- superannuation information.

If an employee does not give the Company requested information, it may affect the Company's ability to meet its obligations as an employer or provider of work.

### **Sensitive Information**

Generally, the Company does not collect sensitive information. However, the Company may collect sensitive information in certain circumstances, when necessary, always with consent. The definition of sensitive information is set out at the end of this policy.

### **Collecting Personal Information**

The Company will generally only collect personal information from the person concerned. This may be collected through means such as written correspondence, via telephone or in meetings with employees.

At or before the time (or, if that is not practicable, as soon as practicable after) the Company collects personal information, steps will be taken to ensure the individual is aware of:

- the Company's identity and contact information;
- the fact that the individual concerned is able to gain access to the information;
- the purpose for which the information is collected;

- to whom the Company usually discloses information of the type collected;
- any law that requires the particular information to be collected; and
- the main consequences (if any) if all or part of the information is not provided.

If it is reasonable and practicable to do so, we will collect personal information about an individual only from that individual.

In some circumstances it may be necessary for one or more functions or activities for the Company to collect personal information about an individual from a third party.

Where the Company has collected personal information about an individual from a third party, all reasonable steps will be taken to ensure the individual is aware of the matters listed above.

### **Personal Information Provided to the Company by Another Individual**

If an individual provides personal information to the Company about someone else, he or she must ensure that he or she is entitled to disclose that information and that the Company is able to legally collect such information.

### **Use of Personal Information**

The Company will disclose the purpose for which personal information will be used.

The Company will only use personal information obtained for the primary purpose it was collected or a reasonably related purpose.

The Company may also use customer information to inform customers of travel information or other relevant information. If a customer does not wish to receive these communications, he or she may contact the Company's Privacy Officer.

The Company will only use the information for other purposes if the individual's consent is obtained, or if the Company is otherwise entitled to do so under the Privacy Act.

### **Sharing Personal Information**

Only appropriate employees of the Company will access personal information necessary to perform their functions or activities, such as providing travel services or for employment related activities such as an application for employment with the Company.

In some circumstances it may be necessary for the Company to disclose personal information about an individual to provide travel related services or for employment related activities. For example, the Company may need to provide information to the following:

- tour operators and other travel providers;
- government authorities;
- a court, tribunal or regulatory authority; and
- superannuation funds and insurers.

The Company will request consent to disclose any information to third parties. For example, for an employee, this may include situations such as financial institutions or potential employers contacting the Company to confirm details of employment.

### **Disclosure outside of Australia**

JTB Australia runs its business in Australia and overseas. We may need to share some of the information with organisations outside Australia (mainly Singapore and Japan).

JTB Australia may store your information in cloud or other types of networked or electronic storage. Electronic or networked storage can be accessed from various countries via an internet connection.

### **Accuracy of Information**

The Company will take all reasonable steps to ensure that the data collected, used or disclosed is complete and up to date and has been obtained directly from individuals or reputable sources.

We request that if any personal information changes, individuals notify us as soon as possible.

### **Security of Personal Information**

The Company makes every effort to ensure that the personal information held is protected from misuse or unauthorised access, modification or disclosure.

The Company's security measures include:

restricting access to the computer systems to authorised persons through use of user names and passwords. These restrictions allow the Company to track which authorised persons have accessed records;

- the use of firewalls, intrusion detection devices and virus scanning tools to prevent unauthorised persons and viruses entering the computer system;
- controlling access to physical records and providing secure storage through the use of physical barriers such as locks and digital access systems.

JTB Australia can store personal information physically or electronically, in storage facilities that we own and operate ourselves, or that are owned and operated by our service providers. If third party data storage providers are involved, we use contractual arrangements to ensure those providers take appropriate measures to protect that information and restrict the uses to which they can put that information.

### **Accessing Personal Information**

Subject to some exceptions, which are set out in the Australian Privacy Principles (Principle 12 - Access to personal information), an individual has a right to see and have a copy of any personal information about them that is held by JTB Australia.

### **Correction of personal information**

JTB Australia will take all reasonable steps to ensure that the personal information collected, used or disclosed by JTB Australia is accurate, complete and up to date. To ensure your personal information is accurate, please use the methods set out under 'Contacting Us' to notify JTB Australia of any errors or changes to your personal information and JTB Australia will take appropriate steps to update or correct such information in JTB Australia's possession.

### **Information no longer needed**

JTB Australia will only keep information for as long as required for their purposes or as prescribed by law. When information is no longer required by JTB Australia, it is destroyed or de-identified.

### **Anonymity and pseudonymity**

If JTB Australia's stakeholders or any other person has general enquiry type questions, they can choose to do this anonymously or use a pseudonym when contacting JTB through our website. JTB Australia might not always be able to interact with them this way though as JTB Australia is often governed by strict regulations that require us to know who we are dealing with. In general, JTB Australia will not be able to deal with anyone anonymously or where they are using a pseudonym when:

- it is impracticable; or
- JTB Australia is required or authorised by law or a court/tribunal order to deal with an individual personally.

## **Using Personal Information for Marketing Purposes**

The Company may use personal information collected from customers to identify products and services that may be of interest. If an individual does not wish to receive marketing information from the Company, they may contact the Company's Privacy Officer and this request will be processed as soon as practicable.

The Company does not disclose names and addresses to third parties for the purpose of allowing them to market their products and services.

## **Candidate Resumes**

To comply with privacy legislation, all parties involved in the recruitment process must ensure the following:

- Details of a candidate must not be discussed with any other person, other than those involved in the selection process. The Company may be liable for a breach of the candidate's privacy if other employees or Managers become aware that the candidate has applied to the Company.
- Under **NO** circumstances are Managers to retain a hard or soft copy of any candidate resume whether they are successful or unsuccessful. Successful candidates will have a copy of their resume placed on the personnel file and unsuccessful applications will be held by Human Resources for three months.
- All resumes that are forwarded to Managers from Human Resources must be returned or destroyed once the position has been filled. Human Resources will retain these applications for a period of three months post the successful person starting. The exception to this is if permission is sought from the applicant and he or she agrees to have their resume retained by the Company. If the applicant advises they no longer remain interested, the resume must be destroyed immediately.
- Applications sent by a recruitment agency will be destroyed once the position has been filled. Candidate names and the referring agency will be recorded in case the candidate's resume is received inside the terms stated in the recruitment agency's agreement.
- Managers or staff who receive resumes directly should forward the resume to Human Resources.

## **Information Collected Using Technology**

The Company's website is designed to give customers useful information in relation to the Company's services, events and current issues. To track the use of the website and to continually develop it to meet customer needs, the Company may collect information about who has accessed the site and which pages were viewed so as to determine overall use patterns. The Company only uses such information collected for statistical purposes and does not attempt to identify individual users.

As part of this the Company may use "cookies". Cookies are used to track information about users of a website. They do not contain any information that could identify individuals; they identify a computer to the Company's servers. Individuals may set their browser to refuse cookies. Some areas of the Company's website may not perform properly if individuals do not accept cookies.

The Company has a web policy for JTB Australia accessible on the relevant websites.

The non web policy is distributed to customers whereby information is obtained face to face.

## **Accessing the Company's Privacy Policy**

The Company reserves the right to review and change this policy from time to time. Individuals may obtain a copy of this policy by contacting the Privacy Officer or by accessing JTB Australia website. The amended privacy policy will apply whether or not the Company has given specific notice of any change.

## **Making a complaint**

Should you wish to make a complaint about the way JTB Australia handles your personal information, you may do so by contacting the Privacy Officer through one of the means set out under 'Contacting Us'.

Your complaint will be treated in accordance with the Privacy Complaint Handling Procedure, a copy of which is available on request or from the website.

If you think that JTB Australia is not handling your complaint satisfactorily, you can take the complaint to the Australian Information Commissioner. There is information about how to do this on the 'Making a privacy complaint' on the website of the Office of the Australian Information Commissioner [www.oaic.gov.au](http://www.oaic.gov.au).

We are committed to resolving your complaint and doing the right thing by our clients. Most complaints are resolved quickly, and you should hear from us within three business days following receipt of the complaint.

## **Contacting Us**

If anyone wishes to access their personal information held by JTB Australia, requests a correction be made to their personal information or makes a complaint about how JTB Australia has handled their personal information, they should contact our Privacy Officer:

If an individual has any further queries, or a problem or complaint or would like to give the Company feedback they may contact our Privacy Officer:

Human Resource Manager / Privacy Officer

JTB Australia

Level 18, 456 Kent Street

Sydney NSW 2000

Telephone: (02) 9510 0100

Email: [hr.au@jtbap.com](mailto:hr.au@jtbap.com)

If the Privacy Officer becomes aware of any ongoing concerns or problems with privacy, he or she will take these issues seriously and work to address these concerns. If a privacy problem is not resolved to an individual's satisfaction, he or she may take a complaint further by contacting the Office of the Australian Information Commissioner (OAIC) or visiting <http://oaic.gov.au>

The Privacy Office can also provide a more detailed explanation of the applicable privacy legislation.

## **Definitions**

**Disclosure** generally means the release of information to an outside body.

**Employee records** means a record of personal information relating to the employment of the employee. This may include health information, the engagement, training, disciplining or resignation of the employee, the termination of employment of the employee, the terms and conditions of employment of the employee, the employee's personal and emergency contact details, leave records, taxation, superannuation or banking details and the employee's salary or wages.

**Primary purpose** means the dominant reason for information being collected.

**Personal information** means information or an opinion (including information or an opinion forming part of a database) whether true or not, and whether recorded in a material form or not, about an individual (not a corporate body) whose identity is apparent, or can reasonably be ascertained, from the information or opinion. It includes all personal information regardless of its source.

**Sensitive information** is a subset of personal information. It means information or opinion 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 or health information about an individual.

# Privacy Complaint Handling Procedure

## Overview of procedure

JTB Australia Privacy Complaint Handling Procedure Flowchart

1. A privacy complaint received
2. Acknowledgement of the receipt of privacy complaint (within 3 business days)
3. Investigation of the case by the Privacy Officer (within 2-3 weeks)
4. Notification of proposed solutions sent to Complainant (within 30 working days)

## Context

The Privacy Complaint Handling Procedure sets out the process we will follow to deal with complaints regarding breaches of Australian privacy law under the Privacy Act 1988 and its later amendments the Privacy Amendment (Enhancing Privacy Protection) Act 2012. Any complaints should be made in writing to the Privacy Officer with a note Attention Privacy Officer.

**By email:** hr.au@jtbap.com

**By writing:** Human Resource Manager / Privacy Officer

JTB Australia

Level 18, 456 Kent Street

Sydney NSW 2000

The Privacy Complaint Handling Process starts when a privacy complaint is received.

1. Within three business days following receipt of the privacy complaint, JTB Australia will send an email or mail to the Complainant to acknowledge receipt of the privacy complaint.

2. The Privacy Officer will conduct an investigation of the privacy complaint within the next two to three weeks from receipt of the privacy complaint. During this time the Privacy Officer may contact the Complainant to gather further information. The Complainant and the Privacy Officer may work together to resolve the privacy complaint to the Complainant's satisfaction.

3. Within 30 days from the date all requested information is received, The Privacy Officer will notify the Complainant via email, fax or mail about the proposed solution. JTB Australia will notify the Complainant if additional time is needed to respond due to the complexity of the inquiry.

4. In circumstances where a resolution cannot be achieved, the Privacy Officer will advise the Complainant that they may direct their Privacy Complaint to the Australian Information Commissioner through the contact details provided below:

### Office of the Australian Information Commissioner

**Phone:** 1300 363 992

**Email:** enquiries@oaic.gov.au

**Mail:** GPO Box 5218, Sydney NSW 2001, Australia