

Victorian Taxi Directorate

APPLICATION FOR TRANSFER OF A COMMERCIAL PASSENGER VEHICLE LICENCE – COUNTRY HIRE CAR LICENCE

Department of Transport

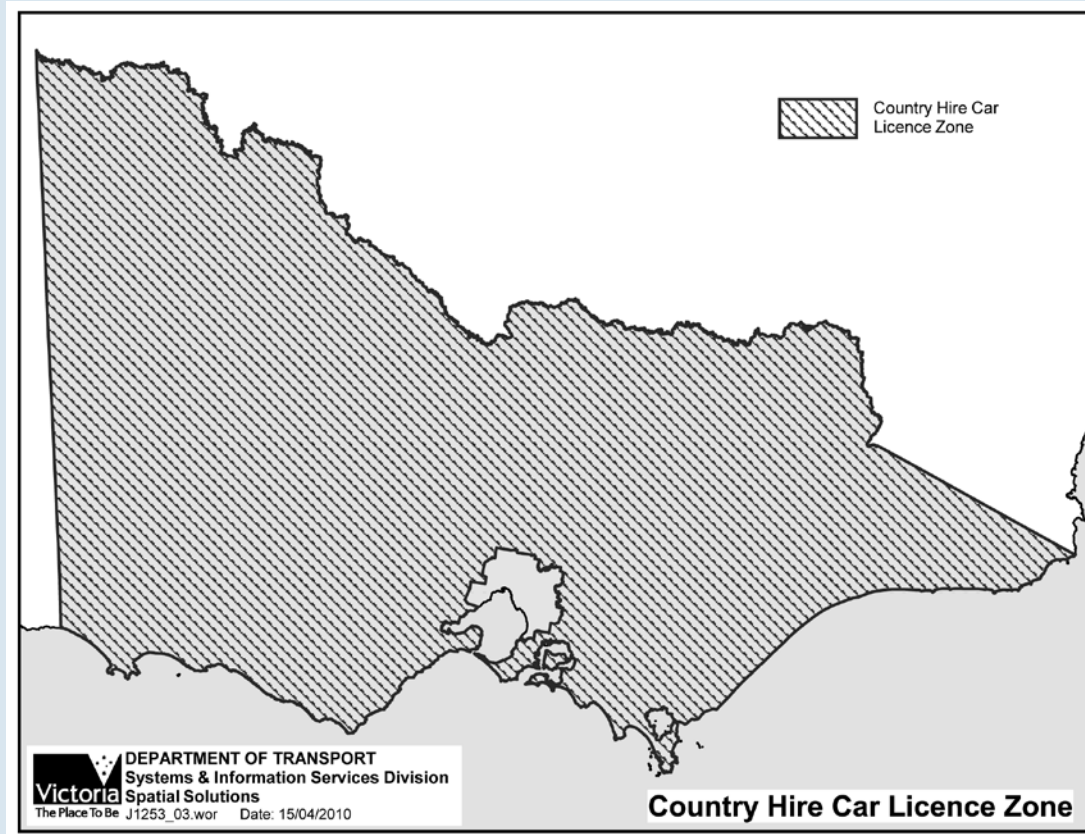
Victorian Taxi Directorate, Level 23, 80 Collins Street, Melbourne VIC 3001
GPO Box 2797, Melbourne VIC 3001 Phone: 1800 638 802 (toll-free)
www.taxi.vic.gov.au

August 2010

Country Hire Car Licence Zone

The proposed operational area and operator's business premises for all applicants must be located outside the Metropolitan Hire Car Licence Zone.

Applications for Metropolitan Hire Car Licences can be obtained from the Licensing section of the Victorian Taxi Directorate (VTD).



The Greater Melbourne region is defined as that area bounded by a notional line drawn from the coastline at the mouth of the Werribee River via a direct line to Cherry Tree Creek and its intersection with the Princes Highway, a direct line to the intersection of Bulban and Ball Roads, a direct line to the intersection of Shanahans and Sayers Roads, Shanahans, Boundary and Robinsons Roads, Western Highway, Clarke Road, Monaghans Road, a straight line from the intersection of Monaghans Road and Taylors Road to the intersection of Holden Road and Calder Highway, a straight line to the intersection of Bulla Road and Quartz Street, Bulla, Somerton, Oaklands, Konagadera, Mt Ridley, Summerhill, Epping, Bridge Inn and Doctors Gully Roads, Bannans Lane North, Hurstbridge–Arthurs Creek, Heidelberg–Kinglake, Cherry Tree, Kangaroo Ground–St Andrews, Eltham–Yarra Glen and Kangaroo Ground–Warrandyte Roads, Pigeon Bank Lane, Pigeon Bank Gully Creek, Yarra River in a northeasterly direction, Victoria Road, Macintyre Lane, Melba Highway, St Huberts Road, Maroondah Highway, Boundary, Killara, Gruyere, and Victoria Roads, Sebire Avenue, Warburton Highway, Beenak, Wandin East, Queens, Monbulk, Stonyford, Olinda Creek, Barbers, Doughtys, Falls, The Georgian, Olinda–Monbulk, Main, Emerald–Monbulk, Moxhams, Priors, Kallista–Emerald, William, Grantulla, Belgrave–Gembrook, Wellington, Cardinia Creek and Duffys Roads, the Cardinia Reservoir Park boundary, Red Hill, Lewis, Beaconsfield–Emerald, Split Rock, Salisbury, Officer, Brown and Starling Roads, Princes Highway, Station Street, Officer South Road to the intersection of Leckey Road, a straight line to the intersection of Soldiers and Thompsons Roads, Thompsons, Berwick–Cranbourne, Clyde–Five Ways Roads, South Gippsland Hwy, Browns Road, Western Port Highway, McKays, Centre, Cranbourne–Frankston, Warrandyte, Baxter–Tooradin, and Sages Roads, Moorooduc Highway, Wooralla Drive, Tower Road, Gunyong Creek to the coastline and the coastline to the mouth of the Werribee river.

Application for an Authority to Transfer a Country Hire Car Licence

Commercial Passenger Vehicle Licences are issued under Division 5 of the *Transport Act 1983*.

Before making application to transfer a Country Hire Car (CH) licence, applicants should ensure they are familiar with the conditions of operation that apply to the specific type of CH licence being applied for (please refer to Information Sheet) as well as the vehicle age requirements for CHs.

All required documents, including the application fee, must be attached and all details on this form must be completed for your application to be considered.

Transport Act 1983 Act No. 9921/1983

Extract – Section 142. Hire Car Licences

- (1) The licensing authority must not grant an application for a hire car licence or a special purpose vehicle licence unless the licensing authority is satisfied that the applicant is a fit and proper person to hold a licence and:
 - (a) either:
 - (i) the granting of the licence is consistent with any determination of policy made by the Minister under section 89; or
 - (ii) the Minister has approved the granting of the licence even though to do so would be inconsistent with a determination of policy made by him or her under section 89; and
 - (b) in the case of an application for a hire car licence in respect of a hire car that is to be operated from a place in a specified area
 - (i) the licensing authority has had regard to the interests of the people who either require, or provide, taxi-cab services or hire car services in any particular district or districts within which the service is proposed to be provided that is, or that are, in the specified area; and
 - (ii) the licensing authority has had regards to whether or not the granting of the application would be likely to adversely affect the viability of the provision of existing taxi-cab or hire car services in that district or those districts.

DETERMINATION OF APPLICATIONS

The VTD requires information about the level of service to be provided by an applicant and the level of service that is currently being provided within the proposed operating area by existing taxis and any other commercial passenger vehicles.

If this is the case, comment will be invited from potential interested parties such as taxi operators and other commercial passenger vehicle licence holders in the proposed area. Should any interest be expressed in relation to the application, copies of responses will be provided to the applicant for comment.

The Licensed Vehicle must, unless being operated to provide hire car services, normally be housed overnight at, and primarily operate from the address specified in the Licence Certificate. Any change to the address specified in the Licence Certificate must be approved by the Licensing Authority in writing. Without limiting

the Licensing Authority's powers or discretion under the Transport Act, the Licensing Authority will have regard to the considerations referred to in section 142(1)(b) of the Transport Act when considering whether or not to authorise a change of address.

The provisions of Section 142 of the *Transport Act 1983* must be taken into consideration when the Directorate determines an application.

APPLICATION REQUIREMENTS

1. A completed 'Application for transfer of a Commercial Passenger Vehicle Licence – Country Hire Car' form:
 - Individual applicants to complete Section A and B
 - Non-individual applicants to complete Section A and C

Note: If the applicant is a company, a current (not more than three months old) Australian Securities and Investments Commission (ASIC) certificate or extract listing all directors must be provided.

2. The applicant/s, including all directors if the applicant is a company, must complete a "Relevant Person Form".

Note: The applicant/s will be required to submit the following with a "Relevant Person form":

- Certified Proof of Identity documents (refer to the separate VTD "Proof of Identity" document)
- A current (not more than six months old) National Police Certificate.

To obtain a National Police Certificate, applicants must visit the Victorian Police website www.police.vic.gov.au. The application form is located under 'Our Services' then click 'Police Record checks' or call the Victorian Police Information line 1300 881 596.

3. **Transfer agreement**

A transfer agreement must be provided (copy is sufficient).

The agreement must:

- (a) state the purchase price of the licence and (if a vehicle is to be purchased) separately state the vehicle purchase price;
- (b) be signed by the parties;
- (c) show that the name(s) of the seller(s) is/are identical to the name(s) on the licence; and
- (d) show the date of agreement.

4. **Where borrowing funds to purchase the licence**

Where the licence is being used as security for the loan, a letter from the financier must be provided indicating approval of the loan; and

A letter from the transferee must also be provided consenting to the financier's interest being noted on the licence.

5. An application fee (contact the VTD for the current fee/a separate application form is required for each licence applied for).

The application can be submitted in person at the VTD office at Level 23, 80 Collins Street, Melbourne or by mailing to: Victorian Taxi Directorate, Accreditation and Licensing, GPO Box 2797, Melbourne, Victoria 3001.

For further information, please contact the VTD Licensing Group on 1800 638 802 (toll-free).

Application for an Authority to Transfer a Country Hire Car Licence – Transferor

To be completed by Transferor

COUNTRY HIRE CAR LICENCE No.	<input type="text"/>
CURRENT REGISTRATION PLATE No.	<input type="text"/>

Current Operational Address

Address				
<input type="text"/>				
<input type="text"/>				
Postcode	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Details of Applicant (Transferor)

Individual applicants:

Surname/Family name	First name/Given name
<input type="text"/>	<input type="text"/>

Non-individual applicants:

Name of company, partnership or other entity
<input type="text"/>

Responsible Person

<input type="text"/>

Address

<input type="text"/>				
<input type="text"/>				
Postcode	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Postal address (if different from above)

<input type="text"/>				
Postcode	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Telephone No.

Home/Business	Mobile
<input type="text"/>	<input type="text"/>

Fax

Email

<input type="text"/>	<input type="text"/>
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DECLARATION

I/We, the undersigned, being the Transferor, declare that all answers to the questions in this form are, to the best of my/our knowledge, true and correct.

I/We have read and understood the Privacy Statement set out on the back page and I/we hereby consent to the Director of Public Transport (DPT) and the Department of Transport (DOT) collecting, storing and retaining all information (including personal and sensitive information) obtained from me/the transferor, any relevant persons in relation to the application, Victoria Police, VicRoads, the Department of Justice, the Sheriff's Office, any other Government Department or agency, or other persons, and using, or disclosing that information to third parties, or the contact person for this application, for the purposes of the *Transport Act 1983 (Vic)* or as otherwise authorised by law.

Warning: It is an offence under the *Transport Act 1983 (Vic)* to provide false or misleading information in this form.

Applicant's signatory or signatories

1. Name of signatory	<input type="text"/>
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Role of signatory	<input type="text"/>
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Signature	Date
<input type="text"/>	/ /

2. Name of signatory	<input type="text"/>
----------------------	----------------------

Role of signatory	<input type="text"/>
-------------------	----------------------

Signature	Date
<input type="text"/>	/ /

3. Name of signatory	<input type="text"/>
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Role of signatory	<input type="text"/>
-------------------	----------------------

Signature	Date
<input type="text"/>	/ /

Attach a separate sheet with further names, capacities, signatures and dates if necessary.

Application for an Authority to Transfer a Country Hire Car Licence – Transferee

Transferee to complete this section

Section A – General information

Details of proposed vehicle (Should not be purchased until you have been granted the licence)

Make	Model	Type of body	Date of Compliance Plate MM / YYYY	Adult seating capacity (excluding driver)	Registration No. (if known)	Engine No. (if known)

1. Does the vehicle meet the age and type requirements specified for country hire cars? Yes No

2. Is the vehicle registered in the name of the individual or company who will be the licence holder? Yes No

Other licences / accreditations

1. Is the applicant currently the holder and operator (or has the applicant previously been the holder and operator) of any other Commercial Passenger Vehicle Licences (including Taxi-Cabs)? Yes No

If "yes", what is/was the Licence number/s?

2. Is the applicant currently accredited (or has the applicant previously been accredited) in the Taxi Industry? Yes No

If "yes", what is/was the accreditation number/s?

3. Is the applicant currently the holder (or has the applicant previously been the holder) of a Driver Accreditation? Yes No

If "yes", what is/was the Driver Accreditation number/s?

Disqualification

Is the applicant currently, or has the applicant ever been, refused a Commercial Passenger Vehicle Licence, Taxi Industry accreditation or Driver accreditation? Yes No

If "yes", please provide details

Are you borrowing funds to purchase the licence? Yes No

- Where the licence is being used as security for the loan, a letter from the financier must be provided indicating approval of the loan; and
- A letter from the transferee must also be provided consenting to the financier's interest being noted on the licence.

Application for an Authority to Transfer a Country Hire Car Licence – Transferee

Is the proposed operational address in the same country town that the licence currently operates from?

Yes No

If yes, go to next page, if no complete this page.

Please describe the proposed area of operation

What other transport service/s including (taxis and hire cars) are available in or close to the above area?

What do you expect will be the effect of your service on those other transport services?

How will approval of this licence improve service, reduce travelling time and/or improve convenience for the local community?

Application for an Authority to Transfer a Country Hire Car Licence – Transferee

Section B – If applying as an individual

Applicant Name				
Address				
		Postcode		
Telephone Number	Business	Mobile		

Will the proposed service be operated from the address above?

Yes No

– if no, state operating address

		Postcode	

How do you propose to operate the service from this address?

You may wish to add attached evidence such as a letter of tenure.

Relevant Persons – if applying as an individual

“Relevant person” means:

For an application by an individual – any person who is concerned, or takes part in, the management of the activities to which the application or the accreditation relates, whether as an employee of the applicant or accredited person or otherwise.

Note: Each Relevant Person, including the applicant, must complete a separate “Relevant Person form”, which must be attached to this application form.

Name	Capacity in which person is a Relevant Person and his or her involvement with applicant's activities
1.	
2.	
3.	
4.	

Application for an Authority to Transfer a Country Hire Car Licence – Transferee

Section B – Authority for information and Declaration – if applying as an individual

I hereby consent to the ongoing checking by the DPT and the DOT of criminal or other records kept by Victoria Police, VicRoads, the Department of Justice, the Sheriff's Office and any other government Department or agency, and the release of information recorded against my name, including any matters which are relevant to me holding a commercial passenger vehicle licence.

I undertake that I will at all times hereafter well and sufficiently indemnify and keep indemnified the Chief Commissioner of Police and all employees of the Victoria Police for all liability and against all actions, suits, claims, demands, costs and expenses whatsoever which may be taken or made in respect of the release of any details of any convictions or any other information relating to or involving me.

Note: It is an offence under the *Transport Act 1983 (Vic)* to provide false or misleading information on this form.

I declare that all answers to the questions in this form are, to the best of my knowledge, true and correct.

I have read and understood the Privacy Statement set out on the back page and I hereby consent to the DPT and the DOT collecting, storing and retaining all information (including personal and sensitive information) obtained from me/the applicant, any relevant persons in relation to the application, Victoria Police, VicRoads, the Department of Justice, the Sheriff's Office, any other government Department or agency, or other persons, and using, or disclosing that information to third parties, for the purposes of the *Transport Act 1983 (Vic)* or as otherwise authorised by law.

Name of signatory

Signature

Role of signatory (see below)

Date

WARNING: Any person who gives false or misleading information when completing this form shall be guilty of an offence against the **Transport Act 1983 (Vic)**.

Who should sign this form

The applicant's signatory or signatories to this form must be:

For an application by an individual – the individual. State "applicant" as "Role of signatory".

If applying as an individual, you are not required to complete any other pages of this application form.

Application for an Authority to Transfer a Country Hire Car Licence – Transferee

Section C – If applying as a non-individual

Details of Applicant – if applying as a non-individual

NOTE: Each person associated with this application must complete a separate “Relevant Person Form”, which must be attached to this application form.

Specify whether the applicant is:

- a partnership; a company; a co-operative;
 a incorporated association; or a body corporate (other than an company, co-operative or incorporated association).

Name of applicant (if the applicant is a partnership, list the names of all partners)

Trading as (if applicable)

--

Incorporated Association Registration Number (if applicable)

--

Australian Business Number (ABN) (if applicable)

--

Australian Company Number (ACN) (if applicable)

--

Business address

Business telephone

Fax

Email

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Will the proposed service be operated from the address above? – if no, state operating address

Yes No

Postcode

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If the applicant is a company, is it registered under the *Corporations Act 2001* (Cth)

Yes No

> Please attach a copy of the applicant’s incorporation certificate (if applicable)

Is a copy of the applicant’s incorporation certificate attached to this form?

Yes No

> Please attach a copy of the applicant’s “certificate of registration of a company” (if applicable)

Is a copy of the applicant’s “certificate of registration of a company” attached to this form?

Yes No

If the applicant is a company, is a current (not more than 3 months old) Australian Securities and Investments Commission (ASIC) certificate or extract listing all directors attached to this form?

Yes No

Application for an Authority to Transfer a Country Hire Car Licence – Transferee

Section C – Offence History – if applying as a non-individual – Authority for information

Do not complete this section if the applicant is a partnership

Criminal Offences

1. Has the applicant in Victoria or elsewhere, even been fined, convicted, or found guilty of any criminal offences whatsoever? Yes No
2. Has the applicant ever been charged with any criminal offence/s where the charge/s has not been determined? Yes No

If you answered “yes” to either question 1 or 2 above, please provide details:

Year	Details of matters in question 1 or 2 above. For criminal offences, describe the offence, the details of any sentencing order made when the applicant was found guilty, and whether the applicant was convicted	Court	Sentence imposed/penalty

Financial Capacity – if applying as a Company (non-individual)

1. Has a receiver or receiver and manager, within the meaning of the *Corporations Act 2001* (Cth), been appointed in relation to the applicant, either currently or at any time in the past? Yes No
2. Has the applicant been placed in administration under the *Corporations Act 2001* (Cth) or under the law of any place outside Australia, either currently or at any time in the past? Yes No
3. Has a court made an order, either current or past, under the *Corporations Act 2001* (Cth) for the winding up of the applicant? Yes No
4. Has the applicant ever been found guilty of an offence against section 209(3) or Part 5.8 of the *Corporations Act 2001* (Cth) or of an offence against a law of a place outside Australia that corresponds to that section or part? (Note: if you answer “yes”, you must give details of the offences even if the details overlap with details previously given on this form.) Yes No
5. Are there any other matters affecting the applicant’s financial capacity to meet the Commercial Passenger Vehicle Licence conditions? Yes No

If you answered “yes” to any of the questions, please provide details including court details (if applicable), company name and ACN (if applicable), and date of court order (if applicable), and include relevant documentation with your application.

Ensure that you indicate, when providing these details, to which question the details relate.

Details

Application for an Authority to Transfer a Country Hire Car Licence – Transferee

Section C – Relevant Persons – If applying as a non-individual

“Relevant Person” means:

For an application by a partnership – (1) each partner; and (2) any other person who is concerned, or takes part, in the management of the activities to which the application or the accreditation relates, whether as an employee of the applicant or accredited person or *otherwise*.

For an application by a company, a co-operative or an incorporated association – each officer of the company, co-operative or incorporated association.

Note: “Officer”, in relation to a **company**, means any of the following:

- a director
- a secretary
- a person who makes, or participates in making, decisions that affect the whole, or a substantial part, of the business of the company
- a person who has the capacity to affect significantly the company’s financial standing
- a person in accordance with whose instructions or wishes the directors of the company are accustomed to act (excluding advice given by the person in the proper performance of functions attaching to the person’s professional capacity or their business relationship with the directors of the company).

“Officer”, in relation to a **co-operative**, means any of the following:

- a director
- a secretary
- a person who is concerned, or takes part, in the management of the co-operative, whether or not as a director.

“Officer”, in relation to an **incorporated association**, mean any of the following:

- the public officer (within the meaning of the *Associations Incorporations Act 1981* (Cth)) of the incorporated association
- a member of the committee (within the meaning of the *Associations Incorporations Act 1981* (Cth)) of the incorporated association
- a person who is concerned, or takes part, in the management of the incorporated association.

For an application by a body corporate (other than a company, co-operative or incorporated association) – (1) each officer of the body; and (2) any other person who is concerned, or takes part, in the management of the activities to which the application or the accreditation relates, whether as an employee of the applicant or accredited person or otherwise.

Note: “Officer”, in relation to a **body corporate (other than a company, co-operative or incorporated association)**, means a member of the committee of management of the body corporate.

Note: Each Relevant Person must complete a separate “Relevant Person form”, which must be attached to this application form.

Name	Capacity in which person is a Relevant Person and his or her involvement with the applicant’s activities
1.	
2.	
3.	
4.	
5.	

Application for an Authority to Transfer a Country Hire Car Licence – Transferee

Section C – Authority for information, Declaration and nomination of Responsible Person – if applying as a non-individual

Who should sign the Authority for information, Declaration and nomination of Responsible Person Page?

The applicant's signatory or signatories must be:

For an application by a partnership – (1) a partner or partners authorised by a written partnership agreement (if any) to sign (attach the relevant extract from the partnership agreement giving this authorisation); or (2) if there is not a written partnership agreement, all partners. State "partner" as "Role of signatory".

For an application by a company (which is not a proprietary company that has a sole director) – two directors of the company, or a director and a secretary of the company. State "director" or "secretary" (as appropriate) as "Role of signatory".

For an application by a proprietary company that has a sole director – that sole director of the company.
State "director" as "Role of signatory"

For an application by a co-operative – two directors of the co-operative, or one director and one officer of the co-operative.
State "director" or "officer" (as appropriate) as "Role of signatory".

For an application by an incorporated association – two members of the committee of management, or a person or persons otherwise authorised by the rules of association to sign (If the latter, attach the relevant extract from the rules giving this authorisation). State "member of committee of management" or "person authorised to sign by rules of association" (as appropriate) as "Role of signatory"

For an application by a body corporate (other than a company, co-operative or incorporated association) – appropriate signatories will depend on the nature of the body corporate. Consult a VTD Officer to determine who should sign and in what role.

Nomination of Responsible Person

This nomination is for the contact person who the applicant authorises the VTD to communicate with in relation to the application. The responsible person must be one of the Relevant Persons listed on page 11.

Application for an Authority to Transfer a Country Hire Car Licence – Transferee

Section C – Authority for information, Declaration and nomination of Responsible Person – if applying as a non-individual

I hereby consent to the ongoing checking by the DPT and the DOT of criminal or other records kept by Victoria Police, VicRoads, the Department of Justice, the Sheriff's Office and any other government Department or agency, and the release of information recorded against my name, including any matters which are relevant to me holding a commercial passenger licence.

I have listed details of any charges pending, charges proven, findings of guilt or convictions against me for any criminal offence, either in Victoria or elsewhere.

I undertake that I will at all times hereafter well and sufficiently indemnify and keep indemnified the Chief Commissioner of Police and all employees of the Victoria Police for all liability and against all actions, suits, claims, demands, costs and expenses whatsoever which may be taken or made in respect of the release of any details of any convictions or any other information relating to or involving me.

Note: It is an offence under the *Transport Act 1983 (Vic)* to provide false or misleading information on this form.

I declare that all answers to the questions in this form are, to the best of my knowledge, true and correct.

I have read and understood the Privacy Statement set out on the back page and I hereby consent to the DPT and the DOT collecting, storing and retaining all information (including personal and sensitive information) obtained from me/the applicant, any relevant persons in relation to the application, Victoria Police, VicRoads, the Department of Justice, the Sheriff's Office, any other government Department or agency, or other persons, and using, or disclosing that information to third parties, for the purposes of the *Transport Act 1983 (Vic)* or as otherwise authorised by law.

We the undersigned also nominate the following individual to be the responsible person.

Responsible Person

Surname/Family Name

First/Given name

Role of Signatory

Signature

Note: the responsible person must be one of the Relevant Persons listed on page 11. This nomination means that the VTD is entitled to communicate with the nominated person as the contact person in relation to the application.

Name of Relevant person No. 1

Date

Role of Signatory

Signature

Name of Relevant person No. 2

Date

Role of Signatory

Signature

Attach a separate sheet with further names, capacities, signatures and dates if necessary.

Warning: Any person who gives false or misleading information when completing this form shall be guilty of an offence against the *Transport Act 1983 (Vic)*.

Who should sign this form. See page 12.

Privacy Statement

How the Victorian Taxi Directorate (VTD) manages information about you.

1 What is this statement about?

1.1 How we manage personal information

This statement is about how the DOT, including the VTD, and the Licensing Authority may collect, store, maintain, use, and disclose your personal information (including sensitive information and health information), and how we will protect your privacy in doing so.

1.2 What is personal information?

Personal information about you is information (including an opinion) about you recorded in any form, from which you can reasonably be identified.

1.3 What is sensitive information?

Some personal information about you is also sensitive information, including personal information about your race, ethnicity, political opinions or memberships, religious beliefs or affiliations, philosophical beliefs, memberships of professional or trade unions or associations, sexual preferences or practices, or criminal record. We are especially protective of your privacy in collecting sensitive information, as explained in section 6 below.

1.4 What is health information?

Health information is personal information (including an opinion) about your physical, mental or psychological health, any disability you may have, a health service provided or to be provided to you, your expressed wishes about the future provision of health services to you, the donation or intended donation of body parts, organs or body substances by you, genetic information about you in a form which is or could be predictive of your health or your descendant's health or any other information collected to provide or in providing health services.

2 If you supply taxi services

If you are, have been, or seek to become involved in the supply of taxi services, we may collect or use your personal information (including sensitive and/or health information) and may disclose it to organisations and other government agencies in accordance with our statutory obligations. We may do so if necessary to determine, or help another governmental agency determine:

- (a) whether you are, were, or will be fit and proper to be involved in the supply of taxi services; or
- (b) whether you have broken the law in the course of your involvement in the supply of taxi services.

Some of the governmental agencies and organisations that we may disclose your personal information to are Taxi Depots/Associations, Bus Depots/Associations, VicRoads, Victoria Police, Centrelink.

3 If you use taxis

If you have been a passenger or drive a taxi-cab, you may have been photographed by a security camera installed in the taxi-cab. If you were, those photographs may contain your personal information. We may collect or use that information, or disclose it to another law-enforcement agency, if necessary to determine, or help another Law-enforcement agency determine:

- (a) whether a crime has been committed by or against you; or
- (b) your identity, if a law-enforcement agency suspects that a crime has been committed by or against you.

4 If you use the Multi-Purpose Taxi Program

If you are, have been, or seek to become a member the Multi-Purpose Taxi Program, we may collect or use personal information about you, or disclose it to another governmental agency in accordance with our statutory obligations. We may do so if necessary to determine, or help another governmental agency determine, whether you are, were, or will be eligible to be a member of the Multi-Purpose Taxi Program.

5 How we collect personal information

If we need personal information about you, we will, where practicable, collect it only from you. Whomever we collect it from; we will collect it lawfully, fairly and without unreasonable intrusion.

6 Sensitive information

Since sensitive information is also personal information, we will manage it in accordance with all of our principles for managing personal information. But since it is sensitive, we will follow extra principles restricting when we may collect it. Those extra principles provide that we may only collect sensitive information about you if:

- (a) you consent; or
- (b) you cannot consent, but we need the information to lessen or prevent a serious and imminent threat to a person's life or health; or
- (c) we cannot practicably seek your consent, but the Victorian or Australian government needs the information to target its welfare or educational services; or
- (d) the law requires us to collect the information; or
- (e) we need the information to conduct or defend legal action.

7 Security of personal information

7.1 Protecting personal information

If we hold personal information about you, we will take reasonable steps to protect it from improper use, loss, unauthorised access, modification, or disclosure.

7.2 Destroying information

If we hold personal information about you that we no longer need, we will take reasonable steps to destroy it or to modify it so that you cannot reasonably be identified from it.

8 Quality of information

If we hold personal information about you, we will take reasonable steps to ensure that it is accurate, complete, and up to date.

9 You may correct our information

If we hold personal information about you, and you can establish that it is not accurate, complete, and up to date, we will take reasonable steps to correct, complete, or update it as required.

10 You may access our information

10.1 When?

If we hold personal information about you, you may request access to that information. If you do, we will grant you access, unless doing so would; pose a serious and imminent threat to the life or health of any individual, unreasonably invade someone else's privacy, amount to a vexatious or frivolous request, interfere with the enforcement of the law, reveal the intention of negotiations between you and the DOT or the Licensing Authority and prejudice these, be unlawful, denying access is required or authorised by law.

10.2 If we cannot grant your request promptly

We may not be able to grant your request promptly, for example because you request access to a great deal of personal information or to personal information that is hard to find, or because we need to get someone else's consent before we can grant your request. If we cannot grant your request promptly, we may require you to make the request under the *Freedom of Information Act 1982 (Vic)*.

11 Sending information out of Victoria

We will not disclose or transfer personal information about you to a person or organisation outside Victoria, unless we reasonably believe that that person or organisation will manage the information in accordance with principles substantially similar to the principles set out in this statement or you give your consent.

12 Anonymity

You may deal with us anonymously, where lawful and practicable.

13 Unique identifiers

13.1 What is a unique identifier?

A unique identifier is a number or other code that identifies only you, such as a driver's licence number or tax file number.

13.2 When may we assign a unique identifier?

If you are, have been, or seek to become:

- (a) involved in the supply of taxi services; or
- (b) a member of the Multi-Purpose Taxi Program; we may assign you a unique identifier if necessary to efficiently identify you in our records.

13.3 When may we disclose a unique identifier?

If you are or have been involved in any of taxi services, we may disclose your unique identifier to another governmental agency if it is necessary to do so for us to fulfil our obligations to that agency. We may also do so if necessary to determine, or to help a law enforcement agency determine, whether a crime was committed by or against you.

14 Contact

If you suspect that we have mismanaged personal information about you, or have otherwise invaded your privacy please contact our privacy officer as follows:

Telephone (03) 9655 6666

Mail The Privacy Officer
Department of Transport
GPO Box 2797
Melbourne Vic 3001

Internet You can fill out a complaint form at www.transport.vic.gov.au

Victorian Taxi Directorate

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Department of Transport

Victorian Taxi Directorate, Level 23, 80 Collins Street, Melbourne VIC 3001
GPO Box 2797, Melbourne VIC 3001 Phone: 1800 638 802 (toll-free)
www.taxi.vic.gov.au



