

Privacy Statement

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

What is this statement about?

This statement is about how we, the VTD, collect, store, maintain, use, and disclose your personal information, sensitive information and health information, and how we will protect your privacy in doing so.

What is personal information?

Personal information is recorded information about you from which you can reasonably be identified.

What is sensitive information?

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

Managing sensitive information

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

- you consent; or
- you are incapable of giving consent, but we need the information to lessen or prevent a serious and imminent threat to a person's life or health; or
- we cannot practicably seek your consent, but the government needs the information to target its welfare or educational services; or
- the law requires us to collect the information; or
- we need the information to conduct or defend legal action.

What is health information?

Health information is information, whether true or false, about your physical, mental or psychological health, any disability you may have, your expressed wishes about the future provision of health services to you, the donation of body parts, organs or body substances by you, or genetic information about you in a form which is or could be predictive of your or any of your descendants' health.

Supplying taxi, commercial passenger vehicle, private bus or driving instructor services

If you are, have been, or seek to become involved in the supply of taxi, commercial passenger vehicle, private bus or driving instructor services, we may collect or use your personal or health information or disclose it to organisations and governmental agencies.

We may do so if necessary to determine, or help another governmental agency determine:

- whether you are, were, or will be suitable to be involved in the supply of taxi, commercial passenger vehicle, private bus or driving instructor services; or
- whether you have broken the law in the course of your involvement in the supply of taxi, commercial passenger vehicle, private bus, or driving instructor services.

Some organisations that we may disclose your personal or health information to are; taxi depots/associations, bus depots/associations, driving instructor associations, and relevant state and federal governmental agencies.

Security cameras in taxis

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

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

Multi Purpose Taxi Program Members

If you are, have been, or seek to become a member of the Multi Purpose Taxi Program, we may collect or use your personal or health information, or disclose it to another governmental agency, medical practitioner or independent health panel. 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.

How we collect personal and health information

If we need personal or health information about you, we will, where practicable, collect it only from you. But whomever we collect it from; we will collect it lawfully, fairly, and without

unreasonable intrusion. At the time the information is collected we will advise you in general terms if any other organisations will have access to your personal or health information, and whether there are any consequences of not providing information.

We may also from time to time disclose your personal information, such as name, address and telephone number, to our authorised agents for research purposes related to the Multi Purpose Taxi Program.

Security of information

We will take reasonable steps to protect your personal information from improper use, loss, access, modification, or disclosure. When we no longer need your personal information, we will take reasonable steps to destroy it or to modify it so that you cannot reasonably be identified from it.

Quality of information

If we collect, use, or disclose your personal information, we will take reasonable steps to ensure that it is accurate, complete, and up to date. If your personal information changes, please advise us.

Correcting your information that we hold

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

Accessing your information that we hold

When?

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

You can contact us on 1800 638 802 (toll free) or via www.taxi.vic.gov.au.

Access requests under the Freedom of Information Act 1982

Where your request for access involves information about an event, commercial activity or affects someone else's privacy, we may require you to make the request under the *Freedom of Information Act 1982 (Vic)*. Our Freedom of Information Officer can be contacted on (03) 9655 6380.

Sending information out of Victoria

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

Anonymity

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

Unique identifiers

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.

When may we assign a unique identifier?

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

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

When may we disclose a unique identifier?

If you are or have been involved in the supply of taxi services, we may disclose your unique identifier to an organisation or another governmental agency. We may do so if necessary to determine, or help a law enforcement agency to determine whether a crime was committed by or against you.

Privacy Complaints

If you suspect that we have mismanaged personal information about you, or have interfered with your privacy please contact our Privacy Officer:

Telephone: (03) 9655 6666

Mail: The Privacy Officer, Department of Transport, PO Box 2797, Melbourne VIC 3001

Internet: visit www.transport.vic.gov.au to download a complaint form.

Victorian Taxi Directorate

Department of Transport

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

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