

## TRANSDEV WELLINGTON PRIVACY POLICY

This summary provides an overview of how Transdev Wellington Ltd collects, uses, retains and discloses personal information in accordance with the Privacy Act 1993. Further information can be found in the Transdev Group full privacy policy, located at [www.transdev.com.au/privacy](http://www.transdev.com.au/privacy).

For the purposes of this Privacy Policy, "us", "our" and "we" means Transdev Wellington Ltd of Level 3, 17 Whitmore St, Wellington 6011 New Zealand and our related entities (including but not limited to the Transdev Group Entities). "You" means anyone who uses our Services (including provision of passenger transport services, advertising services, websites, applications, competitions, enquiries and complaints and customer surveys) or visits our websites. By using our Services, you agree to the terms and conditions of this policy.

### COLLECTION OF PERSONAL INFORMATION

#### *Personal Information we may collect*

We may collect a variety of personal information about you, depending on the circumstances of our dealings with you, the type of Service you may request and the payment methods chosen for the Services. We will only collect Personal Information as necessary to provide the Services.

Personal information collected will commonly include your first and last name, a contact phone number and email address, credit card or other payment details, billing address, and any special requirements you notify to us with respect to the use of our Services (which may include information such as comments, likes, tweets, status comments, profile information and complaint details). By providing this information to us, unless you indicate otherwise, we will assume that you have given your consent to the collection of such personal information.

#### *How we may collect Personal Information*

We may collect personal information in the provision of Services to you and when you deal with us in person, on the telephone, through our websites or by other correspondence, including by letter, fax or email. In addition, we may obtain personal information from your participation in competitions and customer surveys relating to the Services.

### USE, RETENTION AND DISCLOSURE OF PERSONAL INFORMATION

#### *Use of Your Personal Information*

We use the personal information we collect from and about you to provide the Services to you including to provide transport services, to measure and improve those Services, to improve your customer experience with our transport Services, to allow you to comment on the Services, to participate in competitions or rewards programs, to provide you with customer support, and to respond to inquiries. We may also use your personal information to improve the Services including through research and data analysis by us and our service providers.

#### *Storage of Personal Information*

Your personal information will be stored by us in accordance with our privacy procedures and may be stored electronically or in paper copy on computer servers or on files under our control or with third party data storage

providers. By way of example, personal information provided in the course of lodging a complaint regarding the Services may be included in software hosted by third party service providers under contract to us.

We will take reasonable administrative, technical and procedural steps to protect your personal information from misuse, interference and loss, or from unauthorised access, modification or disclosure. When your personal information is no longer required for any of the purposes detailed in this policy, we will take reasonable steps to destroy the information or to ensure the information is de-identified.

#### *Disclosure of Personal Information*

We may disclose your personal information to third parties, for example to GWRC, the government entity on whose behalf we provide the Services, to our contractors to whom we contract out certain services, other transport carriers, travel service providers, data processing companies for the purpose for which the information was collected or for related purposes, for example, to complete a payment transaction on your behalf or provide you with a Service that you requested.

Your information may be shared between related entities where necessary to fulfil our business purposes (and other purposes specified in this policy). This may include the provision of your personal information to our related entities overseas, specifically Australia and France where considered by us as necessary to perform the Services.

## **HOW CAN YOU ACCESS AND CORRECT YOUR PERSONAL INFORMATION**

We are committed to complying with our obligations under the New Zealand Privacy Principles. If you would like to access your personal information, amend your personal information, or have a question about the collection or use of your information, please contact us on the details below.

We will provide you with a response as soon as reasonably practicable, but within 10 business days.

## **HOW TO MAKE A COMPLAINT**

If you would like to make a complaint about the collection or use of your information please contact us at the details below. We will provide a response as soon as reasonably practicable, but within 30 days.

If you are not satisfied with our response to your complaint, or at any time during the process, you may refer your complaint to the Office of the Privacy Commissioner ([www.privacy.org.nz](http://www.privacy.org.nz)).

## **HOW TO CONTACT US**

Please write to us at:

Privacy Officer - Transdev Wellington Ltd

GPO Box 5092

Melbourne

Victoria, Australia 3001

Alternatively, please email: [tda.privacy@transdev.com.au](mailto:tda.privacy@transdev.com.au)