



ACT
Government

Transport Canberra
and City Services

TCCS Privacy Policy Fact Sheet

What areas of Transport Canberra and City Services (TCCS) Directorate collect personal information?

A number of TCCS business areas may collect personal information. Areas of TCCS most likely to collect personal information include:

- Libraries ACT
- Transport Canberra (MyWay Card)
- Domestic Animal Services
- ACT NOWaste
- City Presentation
- Human Resources.

Why do we collect personal information?

TCCS only collects personal information necessary to carry out functions in administering government services, or that is necessary for enforcement of the law. TCCS takes reasonable steps to explain why personal information is collected, what is done with it, whether any law requires its collection and the main consequences if information is not provided.

Do we permit individuals to deal with us anonymously?

Where possible, members of the public have the option of dealing with TCCS anonymously or with a pseudonym (a made up name). However, this right is subject to certain exceptions, including where it is impractical for TCCS to deal with anonymous individuals, or where TCCS is required or authorised by law to deal only with identified individuals, for example, when issuing an infringement notice.

How do we collect personal information?

At all times TCCS seeks to collect the minimum information required to perform our functions effectively. TCCS will only collect information by lawful and fair means. Where TCCS needs to collect personal information from you we will notify you about:

- who TCCS is and how you can contact TCCS
- the circumstances in which TCCS is collecting personal information

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- the name of the law that requires TCCS to collect the information (if any)
- the purposes for which TCCS collects the information
- how you may be affected if TCCS cannot collect the required information
- the details of any agencies or type of agencies that TCCS normally shares personal information with, including whether those agencies are overseas and which countries those agencies are located
- that TCCS has a Privacy Policy explaining how we handle your information and deal with complaints about our information handling
- how you can access the TCCS Privacy Policy.

How do we collect sensitive personal information?

TCCS may collect sensitive personal information (i.e. racial or ethnic origin, political opinions, religions believes etc) when it is required or authorised by law; or a court or tribunal order, or necessary to lessen or prevent a threat to the life; health or safety of an individual, or public health or safety.

How do we store and protect personal information?

TCCS has implemented security measures to protect against the misuse, loss, unauthorised access or unauthorised disclosure of personal information. These security measures include the storage of paper files based on document classification and computer security measures like a secure network environment.

Stored information is archived in accordance with the *Territory Records Act 2002*, which determines when it is appropriate to retain or dispose of personal information.

How can I access personal information held by TCCS?

Where appropriate you may ask for access to your personal information held by TCCS without having to make a formal request under the *Freedom of Information Act 1989* (FOI Act), for example, if you are a current or former employee seeking to access your personnel records. In some circumstances, access outside the FOI Act will not be appropriate and you will have to make a formal FOI request.

Can I amend my personal information held by TCCS if I think it is incorrect?

You have the right to request that TCCS amends any personal information held about you and the Directorate will comply with your request unless a sound reason exists not to do so. If TCCS does not agree to make your requested changes, you may make a statement about the requested changes, which will be attached to the record of your personal information.

How can I complain to TCCS about privacy issues?

If you believe your personal information has been disclosed inappropriately you can make a complaint to TCCS. In the first instance, you should contact the specific area or employee of TCCS with whom you have been dealing and ask them to resolve the issue. If you are not satisfied with our response you may ask for a review by a more senior officer, who may refer your complaint to the TCCS Privacy Officer. If you still believe that your privacy complaint has not been handled appropriately you can make a complaint to the [Australian Privacy Commissioner](#) (Privacy Commissioner).

The Privacy Commissioner will generally expect you to complain to TCCS first, and will likely refer your complaint to TCCS if you have not done so.

Further information and relevant contacts

Please access the TCCS Privacy Policy for further information. For more advice on privacy matters in TCCS, please contact the TCCS Privacy Contact Officer:

Phone: 13 22 81 or (02) 6207 5111

E-mail: TCCS.Legal@act.gov.au

Postal: GPO Box 158, CANBERRA ACT 2601