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# Privacy Policy

## Last Update: 29 June 2021

### About This Privacy Policy

Rove Charters/Coastal Shuttle Service is committed to respecting and protecting the security of your personal information, and this Privacy Policy explains how we handle it.

### What Personal Information Do We Collect and Hold?

The types of personal information that we collect and hold about you may include:

- Your full name, postal address, residential address, email address and telephone numbers ;
- Other contact information (such as social media handles);
- Financial details such as credit or debit card details;
- Other information that may be relevant to providing our services to you

In order to improve our services and ensure the integrity of our IT systems, we may collect information such as IP addresses, geographical information or other de-identified information from web users.

### How Do We Collect Your Personal Information?

Unless unreasonable or impractical, we endeavour to collect personal information directly from you. We may seek information from you via online forms, through email or by telephone or SMS. We may also receive information about you from our business partners, or another party arranging services on your behalf (for example, your employer), in order to provide services to you.

Some government departments (Department of Transport, for example) require us to maintain accurate records detailing services provided to our customers. If you do not provide us information we request, we may therefore be unable to provide services to you, or provide you with information about other services that may be suitable for you.

If we receive information that we did not ask for, we will firstly determine if the information is necessary for us to hold. If it is, we will treat it in the same way as any other personal information we receive from you. If it is not, we will remove any identifying information, then destroy it.

We store your personal information in paper and electronic form. We will take reasonable steps to prevent misuse and loss, unauthorised access, modification and disclosure. The measures we use to ensure security of your personal information include:

- Secure document storage
- Secure document destruction
- Security and Disaster Recovery measures for our IT systems; and
- Documented Policies & Procedures and staff training to ensure that personal information is only disclosed to authorised persons

We utilise online systems in order to better provide our services to you. This means that personal information may be stored with third party providers. Prior to beginning any relationship with another provider, it is Rove Charters/Coastal Shuttle Service practice to review the business, their service/product offering/s and their privacy policy to satisfy ourselves that their privacy protection measures are in line with our own.

We are required to retain records relating to services provided to you for a minimum of two years. In some cases, we may be required to retain records for a longer period. We are required to make these records available to Police or Department of Transport Compliance Officers upon request. When we are no longer required to maintain copies of your personal information, it will be de-identified and securely destroyed.

## **How We Use Your Personal Information**

We collect, hold and use your personal information in order to allow us to provide you with services you have requested, and to make you aware of future services that may be suitable for you. This means that we use your personal information to:

- Identify you;
- Provide you with transport services;
- Give you information about transport or related services;
- Administer the services we provide (for example, to respond to requests or complaints);
- Prevent fraud or crime
- As required by applicable laws and/or regulations; and
- Any other purpose to which you have consented

We may use your personal information to let you know about other products or services that may be of interest to you. With your consent, we may disclose your personal information to third parties for the purpose of connecting you with other businesses or customers. We will never sell your personal information to any organisation.

You can opt out at any time if you no longer wish to receive marketing information from us. You can also withdraw your consent for personal information to be provided to third parties at any time. We will action your request as soon as practicable.

## **Who Do We Share Your Personal Information With?**

We may use and share your personal information with other people or organisations, as follows:

- Rove Charters/Coastal Shuttle Service employees in order to provide services to you, provide you with information about other services that may be suitable for you, and as necessary to comply with business management and compliance functions;

- Our Business Partners in order for them to provide services to you on behalf of, or in collaboration with Rove Charters/Coastal Shuttle Service;
- Referrers that referred your business to us, or whom we refer your business to;
- Government agencies as required by law (these agencies may share information with relevant foreign government authorities);
- Service Providers that assist us to conduct our business;
- Any organisation that wishes to invest in our business or assets; and
- Any third party to which you consent to us sharing your personal information

Due to the nature of our business, we may need to share your personal information with organisations overseas in order to provide our services to you. We may also store your personal information in cloud-based or other types of networked electronic storage. It is not always practicable to know which country the servers for the electronic storage are based in.

By providing your personal details, you consent to the business providing, where requested, your contact details to approved health authorities for the purposes of contact tracing.

## **How Do You Access Your Personal Information?**

You have the right to request access to your personal information at any time. We will provide access as soon as practicable, unless there are legal reasons which prevent us from doing so. You have the right to request that we update, amend or remove your personal information from our records at any time. We will comply with your request to the fullest extent allowable by law. Your request should be made in writing, either by email or post. We may charge a small fee to cover our administrative costs, if necessary.

In some circumstances, it may not be possible for us to give you access to, amend, or remove your personal information. These circumstances are:

- We reasonably believe that giving you access to your personal information may pose a threat to life, health or safety of an individual or to public safety;
- Giving you access to your personal information may have an unreasonable impact on the privacy of other individuals;
- The request is frivolous or vexatious;
- The information relates to existing or anticipated legal proceedings, and the information would not be accessible during the discovery phase of those proceedings;
- The information could prejudice negotiations with you;
- It would be unlawful to provide the information;
- Denying access to your personal information is required or authorised by Australian law, including any orders made by an Australian court or tribunal;
- It may prejudice investigations or activities of a government enforcement body (ie the Police or Department of Transport);
- The information may prejudice the confidentiality of our commercial information; and
- Laws and/or regulations require us to retain the information

In circumstances where we cannot provide access to, amend, or remove your personal information, we will provide you with our reasons in writing. If you disagree with our decision, you can make a complaint to the Office of Australian Information Commissioner (please see below).

## **How Do You Correct Or Remove Your Personal Information?**

If you think personal information we hold about you may be incorrect, please contact us so that we can update it. Changes to your personal information may be required if you become aware that the information we hold is:

- Inaccurate;
- Out of date;
- Incomplete;
- Irrelevant; and/or
- Misleading

We will endeavour to action any requested amendments to your personal information within ten working days. If we cannot action your amendments within this timeframe, or at all, we will notify you in writing within five working days. If you disagree with our decision, you have the right to make a formal complaint.

We will endeavour to assist you to update your personal information with other relevant organisations (such as our Business Partners). If we are unable to assist, we will notify you in writing within five working days.

## **How Do You Make A Complaint Relating To Your Personal Information?**

If you have a complaint about how we handle your personal information, please contact us at:

Rove Charters/Coastal Shuttle Service

Email: [info@rovecharters.com.au](mailto:info@rovecharters.com.au) / [admin@coastalshuttle.com.au](mailto:admin@coastalshuttle.com.au)

Mail: PO Box 2725, Ellenbrook WA 6069

Rove Charters/Coastal Shuttle Service is committed to resolving complaints promptly and efficiently.

We will acknowledge receipt of your complaint in writing within five working days, and respond to the issues raised in your complaint in writing within twenty working days.

If we are unable to respond to the issues raised in your complaint within twenty working days, we will contact you to discuss the reasons why and propose an updated timeframe.

If you do not agree with the proposed timeframe or our response including any proposed resolutions, you can escalate your complaint to the Office of the Australian Information Commissioner:

Phone: 1300 363 992

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Mail: GPO Box 5218, Sydney NSW 2001

## **How Can You Contact Us?**

If you have any questions or comments about this Privacy Policy, you can contact us at:

Rove Charters/Coastal Shuttle Service

Phone: 0478 410 330 / 0411 133 134

Email: [info@rovecharters.com.au](mailto:info@rovecharters.com.au) / [admin@coastalshuttle.com.au](mailto:admin@coastalshuttle.com.au)

Mail: PO Box 2725, Ellenbrook WA 6069

## **How Can You Obtain A Copy Of Our Current Privacy Policy?**

This Privacy Policy may be amended from time to time. You can access a copy of the most recent revision at any time by visiting our website at [www.rovecharters.com.au/Documents/PP.pdf](http://www.rovecharters.com.au/Documents/PP.pdf). Alternatively, you can request a copy by contacting us directly.