

Privacy Policy of Port of Melbourne Operations Pty Ltd

1 Policy scope

Port of Melbourne Operations Pty Ltd ('Port of Melbourne', 'we', 'us') is committed to protecting the privacy of individuals with whom it deals and handles personal information it collects and holds in accordance with:

- a the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (**APPs**) in the Privacy Act; and
- b the *Health Records Act 2001* (Vic) and the Health Privacy Principles (**HPPs**) set out in the Health Records Act.

This Privacy Policy explains how Port of Melbourne, in carrying out its functions and activities managing, operating and developing the port of Melbourne (the Port), collects, uses, discloses and stores your personal information. It also explains what information we may collect from you and why, how you may access and seek correction of the personal information we hold about you and how to complain about a breach of your privacy and how we will deal with your complaint.

This Policy may be amended from time to time if our practices change. The latest version of this Policy will appear on the Port of Melbourne's website at: <https://www.portofmelbourne.com/>.

This Policy does not apply to the information in any Port of Melbourne employee records or to the information handling practices of any other Port of Melbourne entities.

2 What kinds of personal information do we collect and hold?

The type of personal information Port of Melbourne collects about you depends upon the nature of its relationship with you and your dealings with us. Port of Melbourne collects personal information from job applicants, clients, customers, tenants (lessees and licensees), contractors, service providers, stakeholders and the wider community in order to perform its functions and activities.

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable to Port of Melbourne, whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not.

Personal information that we collect from you may include:

- a your personal and/or professional contact details (such as name and title, address, email address, phone number, mobile)
- b information about your presence in the Port precinct, including voluntary participation in Port events or competitions
- c information about your involvement in any incident that occurs in the Port precinct
- d information about a complaint or any feedback you submit
- e your employment history and professional and educational qualifications if you apply for a job with us
- f your drivers licence, passport or Maritime Security Identification Card number when you access certain IT systems
- g your vehicle or boat registration and date of birth if you are issued with an infringement notice while in the Port precinct.

Port of Melbourne may also collect sensitive information about you. Sensitive information is a subset of personal information and includes information about your health, race or ethnic origin, membership of a professional or trade organisation and criminal record. We may collect your sensitive information in certain circumstances, including when you submit a job application or you are involved in an incident at the Port. We will only collect sensitive information from you or about you with your consent unless otherwise required or authorised by law.

3 When do we collect your personal information?

Port of Melbourne collects your personal information when you contact us, apply for a job with us, register with our website, contribute to one of our social media pages, enter the Port, interact with us as a customer, stakeholder or contracted service provider, apply for a Port licence or lease or submit a tender for the provision of goods or services.

4 How do we collect your personal information?

Port of Melbourne will collect your information in a fair and non-intrusive way. Wherever possible, we collect your personal information directly from you. However we may also collect personal information about you from someone else in the following circumstances:

- a if you are a job applicant, from job referees, academic institutions you attended and through police checks
- b public sources, such as LinkedIn or service providers such as ASIC.

5 Cookies

Port of Melbourne does not use cookies on any website to collect information about your visit to or use of the website.

6 Why do we collect your personal information and how do we use or disclose it?

Port of Melbourne collects personal information if it is necessary to carry out its functions and activities in managing, operating and developing the Port and its precinct, delivering its facilities and services and achieving integrated freight transport outcomes, including:

- a manage and ensure the safety of the Port precinct
- b ensure safe landside maritime transport
- c provide cruise shipping and passenger ferry terminal facilities
- d support Port customers by delivering workshops and seminars and conducting business development to support global trade opportunities
- e communicate with the community, government and other stakeholders about its work and Port projects
- f to comply with its reporting requirements or other legal requirements including under the *Victorian Transport Integration Act 2010* (Vic), the *Port Management Act 1995* and the *Delivering Victorian Infrastructure (Port of Melbourne Lease Transaction) Act 2016* (Vic).

7 Can you choose to remain anonymous when dealing with us?

You may elect not to identify yourself or you may use a pseudonym in your dealings with us, except where it is impracticable for us to deal with you on this basis. Port of Melbourne will always allow you to remain anonymous where it is practicable and lawful to do so.

However there will be circumstances in which it will not be possible for Port of Melbourne to interact with you anonymously, such as in complying with its legal obligations, when investigating incidents at the Port or complaints, issuing infringement notices under the *Infringements Act 2006* (Vic) or considering your application for employment.

8 Who do we disclose your personal information to?

Port of Melbourne may disclose your personal information (including, in certain limited circumstances, your sensitive information) to:

- a its third party service providers, agents, contractors who provide financial, legal, administrative

or other services in connection with the operation of Port of Melbourne business, for example mailing houses, software developers, IT maintenance providers and solicitors

- b its related companies and affiliates
- c Victorian government departments, agencies and regulators.

Information provided to the above parties will be done on a confidential basis.

Generally, Port of Melbourne only discloses personal information overseas if it is necessary to carry out its functions and activities. Personal information that you provide to us via online survey tools such as Google Surveys is stored by the relevant third party survey provider who may hold your personal information overseas.

9 Do we use and disclose your personal information for direct marketing activities?

We may use and disclose your personal information in order to contact you about Port services and projects that we think may be relevant to you.

We may do this by phone, email, post, SMS or a combination of these.

If you do not wish to receive direct marketing from us please use the “Contact us” section of our website www.portofmelbourne.com or call us on 1300 857 662 to opt out.

10 How do we hold your personal information and keep it secure?

Port of Melbourne holds your personal information in a combination of electronic and hard copy files. We may combine personal information we receive about you with other information we hold about you. This includes information received from third parties.

Port of Melbourne takes all reasonable steps to ensure that the personal information we hold is protected from misuse, interference and loss, and unauthorised access, modification or disclosure by the use of various methods, including password protection and secure storage.

Please contact us immediately if you become aware, or have reason to otherwise believe, that there has been any unauthorised access, modification or disclosure of your personal data that we may hold.

In the event of a data breach, such as the unauthorised loss, use or disclosure of personal information, we will assess and respond in line with the requirements contained in the Privacy Amendment (Notifiable Data Breaches) Act 2017 (Cth).

11 How can you seek access to, and correct of your personal information?

You may request access to your personal information by writing to us or contacting us at any time at the details below. We will need to verify your identity before we can give you access. We will promptly acknowledge receipt, and we will endeavour to respond to your request within a reasonable time.

In certain circumstances, Port of Melbourne is permitted by law to refuse access to your personal information, such as where providing access would have an unreasonably impact upon the privacy of other individuals or would reveal commercially sensitive information.

If we refuse you access to your to your personal information, we will provide you with a written explanation for our decision and how you complain if you are not satisfied with our decision.

You will not be charged for making a request to access your personal information. However, we may charge you a fee to provide you with your information to cover administrative costs. We will inform you of any fee at the time your request is made.

If you think that any personal information we about you is inaccurate, incomplete, out-of-date or irrelevant, you may ask us to correct it. We will take reasonable steps to correct it unless we disagree with your reasons. If we refuse to correct your personal information, we will provide you with a written explanation for our decision.

12 How do I make a privacy complaint?

If you are concerned Port of Melbourne may have handled your personal information in a manner that is inconsistent with this Policy or the APPs or the HPPs (if health information), you can submit a complaint by contacting us on the details below. We will acknowledge receipt of your complaint promptly and may need to verify your identity and we may ask you to provide further information to enable us to investigate your complaint.

We will investigate your complaint and notify you of our decision and offer any resolution that we consider appropriate within a reasonable time.

If we are unable to satisfactorily resolve your concerns about our handling of your personal information, you can contact the:

Office of the Australian Information
Commissioner

GPO Box 5218 Sydney NSW 2001

Telephone: 1300 363 992

www.oaic.gov.au

13 Port of Melbourne contact details

If you have any questions or comments about this Privacy Policy or you believe that Port of Melbourne has breached your privacy, you can contact us at:

Privacy Officer

Port of Melbourne Operations Pty Ltd

GPO Box 2149 Melbourne VIC 3001 Australia

pomprivacy@portofmelbourne.com

1300 857 662

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