

PRIVACY POLICY

Deanes Coaches Group

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Effective Date	19 th June 2026
Review Date	19 th June 2027
Approved By	Deanes Coaches Group
Legislation	Privacy Act 1988 (Cth) Australian Privacy Principles (APPs)

1. About This Policy

Deanes Coaches Group (DCG) is committed to protecting your privacy. This policy explains what personal information we collect, why we collect it, how we use and protect it, and your rights regarding that information.

We comply with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and the Notifiable Data Breaches (NDB) scheme.

2. Who This Policy Covers

This policy applies to personal information collected from:

- Customers, passengers, and prospective customers
- Employees, drivers, contractors, and other personnel
- Suppliers and business partners
- Anyone else whose information we collect in the course of our operations

3. What Information We Collect

"Personal information" means any information that identifies you, or by which you could reasonably be identified. Depending on your relationship with us, this may include:

3.1 Customer & Passenger Information

- Name, date of birth, and contact details (address, phone, email)
- Trip details, booking records, and payment information
- Health or dietary requirements relevant to travel (where you choose to provide them)

3.2 Employee & Driver Information

- Driver's licence, qualifications, accreditation, and employment history
- Background checks and driving records
- Health or medical fitness information required by law (e.g. medical certificates, medication declarations)
- Performance records, rostering, and operational data

3.3 Website & Digital Information

- Information you submit via online quote requests, enquiry forms, or newsletter sign-ups
- Automatically collected data: IP address, browser type, device type, pages visited, and time on site (via cookies and analytics tools such as Google Analytics)

4. How We Collect Information

We collect personal information:

- Directly from you – via forms, applications, interviews, phone calls, or email
- Through our website and digital platforms – including cookies and online enquiry forms
- From third parties – such as licensing bodies, accreditation authorities, and referees
- During service delivery – through trip logs, incident reports, and operational records

We will always try to collect information directly from you where possible. If we collect information from a third party, we will do so only where permitted by law or with your consent.

Cookies: You can manage or disable cookies through your browser settings. Disabling some cookies may affect how certain features of our website function.

5. Why We Use Your Information

We use personal information only for the purposes for which it was collected, or as permitted by law. These purposes include:

- Providing and managing coach transport and tour services
- Employing, managing, and supporting drivers and staff
- Meeting safety, compliance, and legal obligations (including NHVL, Chain of Responsibility, and WHS laws)
- Scheduling, rostering, and vehicle allocation
- Responding to enquiries, feedback, and incident investigations
- Improving our services and internal operations
- Marketing and communications – only with your consent, and always respecting opt-out requests

6. Who We Share Information With

We do not sell your personal information. We may share it with:

- Government agencies, regulators, or law enforcement – where required by law
- Our insurers
- Third-party service providers – such as IT, maintenance, or training providers who support our operations
- Contractors and partners involved in delivering our services
- Other parties – only where you have given consent

All third parties who handle personal information on our behalf are required to handle it in accordance with applicable privacy laws.

7. Overseas Disclosure

We do not routinely disclose personal information to overseas recipients. If we are ever required to do so, we will take reasonable steps to ensure the overseas recipient handles your information in accordance with the Privacy Act 1988 (Cth) or an equivalent standard of protection.

8. How We Protect Your Information

We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access or disclosure. Our safeguards include:

- Physical and electronic security controls
- Access restrictions – only staff who need information to do their job can access it
- Secure storage and disposal of records

We retain personal information for as long as required by law or necessary for our operations. Once it is no longer needed, it is securely destroyed or de-identified.

9. Your Rights

You have the right to:

- Access the personal information we hold about you
- Ask us to correct information that is inaccurate, incomplete, or out of date
- Opt out of receiving marketing communications at any time

To exercise any of these rights, please contact us using the details in Section 11. We will respond to access and correction requests within a reasonable timeframe and will not unreasonably refuse.

10. Data Breaches

If a data breach occurs that is likely to result in serious harm, DCG will notify affected individuals and report the breach to the Office of the Australian Information Commissioner (OAIC) in accordance with our obligations under the Notifiable Data Breaches scheme.

11. Contact & Complaints

If you have a question or concern about how we handle your personal information, or if you would like to access, correct, or make a complaint about your information, please contact:

Contact	Deanes Coaches Group
Email	coaches@deanes.com.au

If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au or by calling 1300 363 992.

12. Updates to This Policy

We may update this policy from time to time to reflect changes to our operations, legal obligations, or best practices. The current version will always be available on request or through our website. Continued use of our services after any changes constitutes acceptance of the updated policy.

This policy is reviewed annually, or earlier if required by legislative changes or an operational incident.

Acknowledgement

All DCG personnel must acknowledge that they have read, understood, and will comply with this policy.

Approved By:

Deanes Coaches Group Pty Ltd

19th June 2026