



PRIVACY POLICY

Fenlane Pty Ltd, and all other entities of the group, (herewith will be referred to as “MTG”, “we”, “us” or “our”), value and respect your personal information and your right to privacy. We are committed to protecting the privacy of any personal information held about individuals in accordance with the Privacy Act 1988 (Cth) (Privacy Act) and other applicable privacy laws and regulations.

“Personal information” in this policy refers to information which identifies you as an individual or from which your identity can be reasonably ascertained.

MTG reserves the right to make changes to this policy as it sees fit. Your use of this website or continued dealings with MTG, will be deemed as your acceptance of the terms and conditions of this policy and any updated versions.

What personal information do we collect?

We collect personal information that is reasonably necessary for us to perform our functions and activities. The type of personal information MTG collects and holds will depend on the relationship we have with you and the nature of the services we are providing; this may include:

- Your name, gender and age;
- Travel pick up and destination information;
- Personal contact details, including but not limited to phone, address and email;
- Business name and contract details;
- Work history;
- Any other information you provide through contact with our staff members, including Accounts & HR department;
- Payment details;
- Copies of your identity documentation (including driver licence and industry licencing);

We may not be able to provide you with the correct information, goods or services you have requested, if you cannot provide the relevant, required details for us to fulfil our obligations.



How do we collect your personal information?

We collect your personal information directly from you when you:

- Interact with us over the phone, email, letter or fax;
- Visit our website or interact with us online via other platforms;
- Provide information to a staff member;
- Attend an (organised) event, or visit us in person;
- Apply for a position with us and an employee, contractor or volunteer;
- Video surveillance on our premises and other areas of operation;

How we use your personal information?

We gather and use your personal information for many purposes in connection with our functions and business activities, including, but not limited to the following purposes:

- Supplying the goods and services that you requested;
- Informing you of our products and services;
- Marketing and research (including but not limited to client surveys);
- Administrative purposes;
- Maintain compliance with applicable codes and laws;

We may disclose your personal information to our service providers such as contractors, authorised agents and professional advisers, as well as other third parties, such as your authorised representatives, regulatory bodies and agencies or government agencies. This also includes complying with relevant codes of conduct applicable to our business, providing services and responding to questions regarding our services.

Providing personal information during calls to our staff/office and online, will be deemed as acceptance of this policy, and all information provided will be used, as required to assist in answering your query.

MTG takes no responsibility for any data sent to us over the internet, (including via email).

How we keep your Personal information secure

MTG will take all reasonable steps to protect the personal information we hold about you from unauthorised access, interference, misuse, modification, or disclosure. The measures we take to ensure that your personal information is stored in a secure manner is by the use of passwords, virus protectors, secure servers, and other data access controls.



Our website may contain links to other websites which are not controlled by us. Whilst we take reasonable care with linking to websites, we are not responsible for any privacy issues associated with the linked external websites provided.

Retention Policy

We will not keep your personal information for longer than we need to. In most cases, this means that we will only retain your personal information for the duration of your relationship with us unless we are required to retain your personal information to comply with applicable laws, for example record-keeping obligations.

Accessing and correcting personal information held

We are committed to ensuring the accuracy of your personal information held by us. Please notify us of any changes to your details or inaccuracies in our records.

To make a request to access the information held by MTG or make a correction, please contact us via email at; info@mtgcoaches.com.au.

We will endeavour to respond to written requests as soon as possible.

Making a Complaint

If you have any concerns regarding MTG's privacy practices or its management of your personal information, please contact our office on (07) 3808 7800.

If you believe we have breached this policy, the Act or APPs and you wish to make a formal complaint, you can also contact www.oaic.gov.au/privacy-complaints