

Port of Brisbane Pty Ltd (ACN 143 384 749) (PBPL) respects people's privacy. PBPL is bound by the Australian Privacy Principles in the *Privacy Act 1988 (Cth)* (the *Privacy Act*), as well as other applicable laws protecting privacy. Where appropriate, PBPL will handle personal information relying on the employee records exemption and the related bodies corporate exemption in the *Privacy Act*.

PBPL may modify or update its Privacy Policy from time to time by publishing it on the PBPL website. PBPL encourages individuals to check the PBPL website periodically to ensure that they are aware of PBPL's current Privacy Policy.

What personal information does PBPL collect and why?

PBPL collects the personal information it needs to provide services and information to customers, the community, for its business operations and to comply with the law. If an individual chooses not to provide certain personal information to PBPL, PBPL may not be able to provide the individual with the services or information he or she requires.

Generally, if appropriate, PBPL will tell an individual why PBPL is collecting personal information when PBPL collects the information and how PBPL plans to use the information or these things will be obvious when PBPL collects the information.

The following are the main types of personal information collected by PBPL and the main purposes for which they are collected:

- **To provide and improve PBPL's services and facilities**

PBPL may collect information about an individual such as his or her name and contact details, billing information, financial information (including transaction and credit or debit card details or in relation to the provision of credit) and about his or her use of PBPL's services and facilities. PBPL may use this information to supply its services and provide access to its facilities, collect information about usage of its services and facilities and to provide individuals with further information about PBPL's services and facilities.

- **To comply with the law**

PBPL may also collect information about an individual as required or permitted by law (for example, the *Maritime Transport and Offshore Facilities Security Act 2003 (Cth)* and the *Transport Infrastructure Act 1994 (Qld)*).

- **To assist with queries**

An individual may also choose to provide PBPL with his or her name or other contact details when he or she calls PBPL by phone, writes to PBPL or contacts PBPL using its website so that PBPL can respond to requests for information about its services and facilities. For example:

- ♦ when an individual makes an enquiry using the PBPL website, he or she will be asked to provide a name, email address, telephone number and other contact information
- ♦ PBPL collects contact details (which may include names, email addresses and job titles) when individuals subscribe to Port of Brisbane news and media releases using the PBPL website. Recipients may contact PBPL to have their contact information removed from PBPL's distribution lists.

- **As part of PBPL's general business operations**

PBPL also collects personal information about individuals who are, or are employed by, PBPL's suppliers (including service and content providers), contractors, dealers, related companies, agents and corporate customers.

- **Employees, contractors and job applicants**

When an individual applies for a job or contract with PBPL, PBPL may collect certain information from the individual (including his or her name and contact details, information about his or her working history and relevant records checks), from any recruitment consultant and from the individual's previous employers and others who may be able to provide information to PBPL to assist PBPL in its decision on whether or not to make the individual an offer of employment or engage the individual under a contract. This Privacy Policy does not apply to acts and practices in relation to employee records of PBPL's current and former employees, which are exempt from the *Privacy Act*.

How does PBPL use personal information?

PBPL generally uses and discloses personal information for the purposes for which it was collected, in order to provide PBPL's services and operate its facilities (including as described above), or otherwise as required or authorised by law. For example, when an individual sends PBPL a query, PBPL will use the individual's personal information for the purposes for which the individual provided it.

When PBPL collects personal information, it may sometimes also use that information to carry out market data analysis so that PBPL can continue to deliver enhanced services and facilities. As part of conducting PBPL's business, personal information may also be used to maintain and develop PBPL's business systems, including testing and upgrading them.

If an individual has agreed or asked PBPL to do so, PBPL may also use that individual's personal information to keep the individual up to date with information about PBPL's services and facilities. If the individual does not want PBPL to use the individual's personal information in this way or to be sent any further information, the individual can always let PBPL know by contacting PBPL's Privacy Officer through the contact details given below.

Disclosing personal information

For the purposes described in this policy, PBPL may disclose personal information:

- to any of PBPL's related companies
- to PBPL's suppliers (including service and content providers), contractors and service providers, professional advisers, dealers and agents
- to government agencies or individuals appointed by a government responsible for the investigation and resolution of disputes or complaints concerning use of PBPL's services and facilities
- to anyone to whom PBPL's assets or business (or any part of it) is transferred
- where an individual to whom the personal information relates has otherwise consented, or
- as otherwise required or authorised by law.

PBPL does not disclose personal information to recipients located outside of Australia.

Cookies and IP address tracking

The PBPL website may use cookies for site administration purposes. If for any reason an individual wishes not to take advantage of cookies, the individual may have his or her browser not accept them, although this may disable or render unusable some of the features of the PBPL website.

PBPL's website may also detect and use an individual's IP address or domain name for internal traffic monitoring and capacity purposes or to otherwise administer the website. No personal information is obtained, rather the patterns of usage of visitors to the website may be tracked for the purposes of providing improved service and content based on aggregate or statistical review of user site traffic patterns.

Security

PBPL implements a number of physical and electronic measures to protect personal information. Please note, however, that the internet is not a secure environment and although reasonable care is taken, PBPL cannot guarantee the security of information provided to it via electronic means.

Links to other sites

The PBPL website may contain links to other websites. PBPL is not responsible for the privacy practices or the content of such other websites. The privacy policies applicable to such other websites may differ substantially from this Privacy Policy, so PBPL advises individuals to read them before using those websites. PBPL will not be liable for any use of those websites.

Access and correction and complaints handling

An individual has a right to, and PBPL will provide that individual with, access to most personal information that PBPL has about that individual. In some circumstances it may not be possible for PBPL to provide the individual with all of his or her personal information. Where this is the case, PBPL will tell the individual why.

When an individual requests access, PBPL may need to take measures to verify the individual's identity. If an individual thinks that any personal information PBPL holds about him or her is inaccurate, the individual may contact PBPL's Privacy Officer (contact details below) and PBPL will take reasonable steps to ensure that the information is corrected.

If an individual wishes to make a complaint about the way PBPL has handled his or her personal information (including if the individual thinks PBPL has breached the *Privacy Act*) the individual may do so to PBPL's Privacy Officer in writing, by mail or fax to the address or fax number set out at the end of this Privacy Policy. If a complaint is made, please include contact details such as email address, name, address and telephone number and clearly describe the complaint. PBPL's Privacy Officer will investigate the complaint and respond promptly. If the complainant considers that PBPL has failed to resolve the complaint satisfactorily, the complainant can complain to the Office of the Australian Information Commissioner.

For access and correction enquiries and complaints, please contact PBPL's Privacy Officer using the contact details provided below.

Further information

For further information about PBPL's privacy policies or practices please contact PBPL's Privacy Officer:

Brian Torpy

Port of Brisbane Pty Ltd

Contact details - Email: brian.torpy@portbris.com.au
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