



## Transport is committed to protecting the privacy of our customers and staff.

We protect the personal and health information we collect and hold in accordance with the [Privacy and Personal Information Protection Act 1998](#) (PIIP Act) and the [Health Records and Information Privacy Act 2002](#) (HRIP Act), and our Privacy Management Plans.

Further information on how we manage your personal and health information and how to access or amend it is available on agency websites.

Customers and staff may ask for an internal review if they are dissatisfied with the management of their personal or health information. In the interests of better customer service, we will attempt to resolve privacy issues informally wherever this is appropriate and the parties agree.

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### We aim to create a strong culture of privacy compliance and good practice by:

- Complying with the requirements of the PPIP and HRIP Acts
- Implementing a single Privacy Management Framework across all Transport agencies
- Apply a 'privacy by design' approach to new projects
- Establishing the Transport-wide Privacy Forum to promote a coordinated, consistent approach to strategic and operational privacy management across Transport agencies
- Promoting staff awareness of privacy responsibilities through targeted campaigns, training and intranet resources
- Responding effectively to actual or potential privacy breach
- Regularly updating agency Privacy Management Plans

### This Policy applies to the following agencies and their staff:

- Transport for NSW
- Department of Transport
- Roads and Maritime Services
- Sydney Trains
- NSW Trains
- RailCorp
- State Transit Authority

This policy applies to permanent, temporary and casual staff of the above agencies, staff seconded from another organisation and contingent workers including labour hire, professional services contractors and consultants.

**Tim Reardon**  
**Secretary**

Effective date: 21 November 2016