

PRIVACY AND DATA PROTECTION POLICY

1. Purpose and Scope Compass Tours is committed to protecting the privacy and security of the personal information we collect. This policy outlines our procedures for handling personal data in accordance with the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles (APPs). This policy applies to all clients, educational institutions, corporate partners, and staff.

2. Data Collection and Operational Systems To deliver high-quality transport services and ensure operational safety, we utilise specialised industry systems:

- **Coach Manager:** Our primary system for managing quotations, booking records, itineraries, and client contact details.
- **GPS Trackers Australia:** All vehicles are equipped with real-time tracking for fleet management, passenger safety, and route efficiency.
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3. Protection of Minors (Education Sector) As a primary transport provider for schools in New South Wales, Compass Tours maintains rigorous standards regarding the data of students and minors. Such data is used strictly for transport coordination and safety purposes, ensuring full compliance with child protection obligations.

4. Professional Standards and Confidentiality In alignment with our *Workplace Discrimination and Harassment Policy*, we uphold a zero-tolerance approach to the misuse of information:

- **Confidentiality:** Staff are strictly prohibited from disclosing personal information obtained in a professional capacity to unauthorised parties.
- **Professional Conduct:** Breaching the confidentiality of client data or internal company matters is considered a serious breach of policy and may result in formal disciplinary action.
- **Gossip:** We strictly prohibit the informal disclosure of personal information to maintain the integrity and reputation of our services.

5. Data Retention and Security

- **Security:** Access to Coach Manager and GPS systems is restricted to authorised administrative personnel only.
- **Retention:** Financial and operational records are retained for the minimum period required by Australian taxation and transport regulations (typically seven years).

6. Access to Information and Enquiries Individuals have the right to request access to the personal information held by Compass Tours or to request a correction of their data. For all privacy-related enquiries, please contact:

Administration Department Compass Tours

Email: accounts@compasstours.com.au

Phone: 1300 850 676

7. Policy Review This policy is reviewed annually to ensure ongoing compliance with Australian Law and the evolving operational needs of the company.

Last Updated: 17 March 2026