

Behaviour Design Works Privacy Policy – Your Move Canning

Behaviour Design Works Pty Ltd ACN 169 230 139 (BDW) takes all reasonable steps to implement processes and procedures to safeguard Personal Information.

This Behaviour Design Works Privacy Policy – Your Move Canning applies to all Personal Information collected by BDW including information collected in the course of providing services to participants and potential participants (**Participants**) of the W.A. Department of Transport's (**DoT**) Your Move Canning project (**Project**) regardless of the source of that Personal Information. The DoT manages privacy policies for the Project which are maintained on W.A. Department of Transport controlled Project web site (yourmove.org.au).

1. Definitions

Terms that are capitalised in this Privacy Policy are defined below, unless the context indicates otherwise:

Personal Information means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- (a) whether the information or opinion is true or not; and
- (b) whether the information or opinion is recorded in a material form or not.

Behaviour Design Works Privacy Policy – Your Move Canning means this privacy policy and amendments made to it.

Your Move Privacy Policy means privacy policies managed by DoT and amendments made to these, which can be found at yourmove.org.au/privacy/)

2. Obligations under the Law

(a) Collection of Personal Information

BDW collects Personal Information about Participants in order to provide the Participants with information and services via its Project. If Participants do not provide BDW with certain types of Personal Information BDW may be unable to provide the Participant, the services they have requested.

BDW endeavours to collect Personal Information from Participants directly. BDW acts on behalf of the DoT and uses information supplied by DoT to contact Participants.

(b) Types of Personal Information collected

BDW collects Personal Information including a person's first and last names, email address, phone numbers, home address, demographic information, travel patterns, and any other Personal Information supplied by the Participant.

(c) Purpose of collection and use

BDW collects, holds, uses and discloses the Personal Information on behalf of DoT to provide Participants services via its Project. BDW may use Participants' Personal Information for the following purposes:

- (a) consideration of Project participation;
- (b) processing requests for information and Project benefits;
- (c) maintenance of Project records;
- (d) administration of the Project;
- (e) ensuring data accuracy;
- (f) dissemination of Project publications, releases and other relevant information;
- (g) general administration and marketing of the Project;
- (h) statistical analyses and reports;
- (i) the exchange of information with key stakeholders of the Project; and
- (j) related purposes.

(d) Management of data using the Internet

BDW collects information from BDW's interactions with the Participants. Information provided by Participants is recorded in a Project database. BDW takes reasonable steps are taken to ensure all information provided is secure, including the use of an SSL certificate to encrypt data in transit and utilisation of servers and backups located wholly in Australian sovereign borders.

3. Access, correction and complaint procedure

(a) Accessing Personal Information about you

If a Participant would like to access or correct Personal Information that BDW holds about them, please contact:

The Privacy Officer

Jaryllyn Siow

Behaviour Design Works Pty Ltd

Unit 11, 3 King Edward Road

Osborne Park WA 6017

(08) 6559 2997

Email: info@b-designworks.com

The Participant will need to identify themselves to the reasonable satisfaction of BDW (including full name, home address, and phone number or email) before BDW will provide the Participant with Personal Information about a Participant which BDW may or may not have in its possession.

(b) Complaints procedure

BDW operates a service orientated business, if a Participant has a complaint about BDW's collection or use of Personal Information, then the Participant is requested to contact BDW's **Privacy Officer** at first instance.

If after investigating the Participant's complaint and reporting to the Participant about an alleged breach of the Australian Privacy Principles and reporting the results of BDW's investigations to the Participant, the Participant is not satisfied, then BDW requests that the Participant consult DoT:

Katy Sullivan
Team Leader Travel Behaviour Change | Urban Mobility
Department of Transport
Level 8, 140 William Street
Perth WA 6000
Tel: (08) 65516232 | Fax: 6551 6948
Email: Katy.Sullivan@transport.wa.gov.au.

If after investigating the Participant's complaint and reporting to the Participant about an alleged breach of the Australian Privacy Principles and reporting the results of DoT's investigations to the Participant, the Participant is not satisfied, then BDW requests that the Participant consult:

The Australian Information Privacy Commissioner
GPO Box 5218
Sydney NSW 2001
A complaint form can be found at:
<https://www.oaic.gov.au/privacy/privacy-complaints/>

(c) Transfer of Personal Information outside Australia

Personal Information that is collected by BDW will not be transferred to, processed or held in countries outside Australia. Personal Information that is collected and disclosed to DoT will be handled according to Your Move Privacy Policy, which can be found here:

<https://www.yourmove.org.au/privacy/>

BDW takes reasonable steps to ensure that parties that provide BDW with necessary services for project delivery and database administration act in accordance with the Australian Privacy Principles.

(d) Notice of collection of Personal Information

Where possible, BDW notifies the Participants when BDW is collecting Personal Information about the Participants, the use of which is subject to this Behaviour Design Works Privacy Policy – Your Move Canning.

4. Integrity of Personal Information

(a) Security measures taken for Personal Information

BDW takes reasonable steps to protect Personal Information it holds from misuse, loss, unauthorised access, modification or disclosure. These include but are not limited to:

- Only the Project Delivery Manager will have access to the full Project database, and only from within Australia.
- The Project database servers and backups are located wholly in Australian sovereign borders.
- The Project database is protected with an SSL certificate to encrypt in transit.
- All personal information data will be transferred between BDW and the DoT using Objective Connect - secure electronic document management record system (EDMRS).

Further, BDW takes reasonable steps to destroy or permanently de-identify Personal Information if it is no longer necessary for the purpose it was collected.

(b) Quality

BDW takes reasonable steps to ensure that the Personal Information BDW collects, uses or discloses is accurate, complete and up-to-date.

(c) Security

BDW takes reasonable steps to safeguard the disclosure of Personal Information from third parties, contractors and staff. BDW has up to date procedures and policies relating to cybersecurity as it relates to staff and strive for best practice in this area.

5. Changes to Privacy Policy

This Privacy Policy – Your Move Canning may change from time to time. The current version is available here: www.b-designworks.com/YMSPrivacy. This policy was last updated on 29 March 2022.