

Mana by Transdev Privacy Policy

Mana by Transdev (Mana) is responsible for managing customer, employee and third-party information to ensure compliance with the Privacy Act 2020.

Mana is committed to ensuring the privacy of personal information is protected and strives to uphold the best practice privacy standards in the collection, storage and use of personal information.

This Privacy policy applies to personal information held about individuals and covers customers, employees (full time, part time, temporary and casual), suppliers and contractors.

What personal information do we collect?

If you apply for employment with us, or communicate with us directly, we may collect and hold information on your name, date of birth, addresses, email address, telephone numbers, family contact and other employment related information.

This information is collected and held so that Mana can operate a safe and effective passenger bus service, comply with legislation and regulations and employ and manage its staff appropriately. An employee is entitled to know the reason/s that Mana is collecting a particular piece of personal information and may request to know the purpose of the collection of the information if unsure.

Unless required by law or otherwise necessary as provided in the Privacy Act or this Policy, Mana Coach Services will not pass on personal information without the written authority of the employee.

CCTV

A camera surveillance system using Close Circuit Television (CCTV), which records both sound and video footage, is used on board some of our buses including those operated on behalf of Greater Wellington Regional Council (GWRC) and Ministry of Education Services (MOE).

Signage on and inside these buses indicates where camera surveillance is operating. If you do not wish to be recorded, then you can choose not to use the bus service.

We use the video footage obtained from the camera surveillance system to monitor traffic and passenger movements on the buses, security in our depot facilities, to help investigate incidents and to promote community safety. We will share any CCTV footage with GWRC and MOE to enable them to:

- Investigate incidents
- Ensure ticket revenue is appropriately collected
- Audit compliance with our contracts

Information Sharing

Video footage can only be viewed by authorised people (including employees of GWRC & MOE) in accordance with the purpose it was collected for or to ensure the system is operational. Where a request is received from the New Zealand Police to view CCTV footage in connection with the investigation of a crime or accident, footage which relates to the incident in question will be supplied to the Police.

Where a recording captures an issue relating to a particular employee which needs to be discussed with that employee, the employee in question and their representative / support person shall be entitled to view the recording.

Similarly, where a passenger has raised an issue and the passenger is recorded on CCTV regarding the issue or incident, the passenger shall be entitled to view the recording relating to that passenger. The passenger however will be required to pay a fee to blur the image of any other passengers that may appear on the footage to protect their identity.

No attempt is made to identify individuals from video footage except in relation to a reported or suspected incident requiring investigation.

Access to and Correcting your Information

You have the right to:

- Find out from us whether we hold personal information about you
- Access that information; and, if applicable
- Request correction of that information

If you want to check personal information that we hold about you or receive a copy of your video footage, please contact us at info@manacoach.co.nz

Security

Mana by Transdev will keep your personal information and the video footage obtained from the camera surveillance system secure and protect it in accordance with good industry practice.

We take reasonable steps to ensure personal information is:

- Protected against loss, damage, misuse and unauthorised access. We restrict access to personal information to those with a 'need to know'; and
- Kept accurate, up to date, complete, relevant and not misleading.

Privacy Officer



Any queries about this Privacy Policy or your personal information collected or held by Mana should be directed to a Privacy Officer by calling 04 2358819. The Privacy Officers are Craig Chin or Paul Phillips.

An employee who believes that their privacy or this policy has been breached should raise this with the Privacy Officer in the first instance. An employee who is not satisfied with how a matter concerning the privacy of their information has been handled by Mana can lay a complaint with the Privacy Commissioner.