



## Fact Sheet 2 – Your personal information

### CARS and your personal information

COMCAR clients' personal information is managed in accordance with the *Privacy Act 1988* for the purpose of providing COMCAR services.

### What is personal information?

Personal information includes your personal details as such as your name, address, contact numbers and email address.

### How is my personal information collected?

Personal information is collected

- on official Department of Finance forms
  - Parliamentarians Personal Particulars – Form 157
  - COMCAR Application for New Account online form
- through the CARS self-service options
  - web-portal
  - mobile application
- by telephone through the COMCAR National Reservations Centre on 131847.

### Where can I find more information about how my personal information is managed by COMCAR?

A [Privacy Notice](#) about how COMCAR manages your personal information is available on the Ministerial and Parliamentary Services website.

You may access further information about how Finance manages personal information from the Finance Privacy Policy available at <https://www.finance.gov.au/publications/privacy-policy/summary/>

#### **For more information:**

COMCAR Client Liaison Manager  
(02) 6215 1617  
COMCAR@finance.gov.au



## Your personal information

The Department of Finance (through COMCAR) collects personal information about individuals for the purpose of providing COMCAR services in accordance with its functions and activities.

Further details about the collection of your personal information are provided below.

### COMCAR Automated Resource System (CARS) - APP 5 Notice

▶ <b>Who is collecting your personal information?</b>	Your personal information is being collected by the Department of Finance ( <b>Finance</b> ).
▶ <b>Collection of your personal information</b>	<p>Your personal information is collected by COMCAR and stored in CARS. CARS is the tool used to manage COMCAR services.</p> <p>The following personal information may be collected and stored in CARS:</p> <ul style="list-style-type: none"><li>• client names and account information</li><li>• client contact details, including mobile number and email address</li><li>• passenger details</li><li>• reservation and trip booking details</li><li>• invoicing details</li><li>• special needs requirements for travellers</li></ul>
▶ <b>Authority for collection of personal information</b>	The Australian Privacy Principles ( <b>APPs</b> ) established under section 14 of the <i>Privacy Act 1988</i> provide that Finance may only collect information for a lawful purpose that is directly related to a function or activity. Finance is responsible for providing COMCAR transport services. Finance will collect information only if it is necessary for, or directly related to a specific purpose as set out in this notice.
▶ <b>Why does Finance collect your personal information?</b>	<p>Finance collects your personal information for the purpose of:</p> <ul style="list-style-type: none"><li>• delivery and management of COMCAR services</li><li>• dispatching drivers</li><li>• invoicing for services provided, and</li><li>• dealing with vehicle incidents</li></ul> <p>Any information that does not fulfil these purposes will not be used. Finance will endeavour to manage and handle your personal information within these controls and will not disclose information unless you have agreed or it is required or authorised by law . If you have any questions, please contact the COMCAR Client Liaison Manager on 02 6215 1718.</p>
▶ <b>What would happen if Finance did not collect your personal information?</b>	If Finance did not collect your personal information, we would not be able to deliver COMCAR services to COMCAR Clients.
▶ <b>Access to and correction of your personal information</b>	<p>CARS will allow clients to:</p> <ol style="list-style-type: none"><li>access and update their user profiles; and</li><li>access their previous bookings and trip history, with a mechanism to query and/or correct any incorrect travel information.</li></ol>
▶ <b>Further information</b>	<p>You may access further information about how Finance manages personal information from the Finance Privacy Policy available at</p> <p><a href="https://www.finance.gov.au/publications/privacy-policy/summary/">https://www.finance.gov.au/publications/privacy-policy/summary/</a></p> <p>You may contact Finance's Privacy Team for further information at:</p> <p>Tel: (02) 6215 1783</p> <p>Email: <a href="mailto:privacy@finance.gov.au">privacy@finance.gov.au</a></p> <p>Postal Address:</p> <p>Privacy Contact Officer Department of Finance One Canberra Avenue FORREST ACT 2603</p>