

Privacy Policy

How Monty Express handles personal information

Effective date: 01 October 2026 | Version 1.0

Related Monty Express policies: [Conditions of Carriage](#) | [Children & Young Passengers](#) | [Accessibility & Assistance Animals](#) | [Website & Wi-Fi Terms](#)

Monty Express respects the privacy of passengers, customers and website users. This policy explains the personal information we may collect, why we collect it, how we use and disclose it, and how you can ask questions, request access or correction, or make a privacy complaint.

1. Privacy law and this policy

The Privacy Act 1988 (Commonwealth) and the Australian Privacy Principles (APPs) apply to many Australian organisations. Some small businesses may be exempt unless a specific exception applies. Where the Privacy Act applies to Monty Express, we will comply with it and the APPs. Monty Express also uses this policy as its general standard for handling customer information where an exemption may apply.

2. Who we are

Monty Express is operated by Monty Transport Pty Ltd. Contact details for privacy enquiries are at the end of this policy.

3. Personal information we may collect

- Name, telephone number, email address and other contact details needed for a booking or enquiry.
- Booking and journey information, including origin, destination, travel date, passenger type, booking reference, changes, cancellations and refunds.
- Transaction information needed to confirm, reconcile and refund payments. Online payments may be processed by a third-party payment provider.
- Age or eligibility information where reasonably necessary for a child or young-passenger rule or another fare entitlement.
- Emergency-contact information, particularly for independently travelling passengers aged 15 to 17.
- Accessibility, mobility or health-related information that you choose to provide where it is reasonably necessary to arrange safe travel, an adjustment or emergency response. This information may be sensitive personal information and is handled with additional care.
- Customer-service, complaint, feedback and incident information.
- Website and device information such as browser type, device information, cookies, Internet Protocol (IP) address, security events and analytics information.
- If onboard Wi-Fi is used, technical network information described in the Website & Wi-Fi Terms, such as connection times, device/network identifiers, assigned IP address, data volume and security or network-management events.

4. How we collect information

We generally collect information directly from you or from the person making a booking for you. We may also receive relevant information from an authorised reseller or travel agent, a parent or guardian, an emergency contact, our booking or payment providers, a technology provider, a regulator, or emergency services where lawful and appropriate.

5. Why we collect and use information

- To provide quotes, create and manage bookings, issue tickets and operate passenger journeys.
- To send booking confirmations, boarding information, service alerts and disruption messages.
- To process payments, changes, cancellations and refunds.
- To provide accessibility assistance and manage safety, incidents, child-safety matters and emergencies.
- To prevent fraud, misuse, cyber incidents and unsafe conduct.
- To meet accounting, tax, passenger-transport, insurance, legal and regulatory obligations.
- To respond to enquiries, complaints and feedback and improve Monty Express services.
- To send marketing communications where permitted. Marketing messages will include a practical way to unsubscribe. Service messages about an existing booking are not marketing merely because they relate to Monty Express.

6. Information about other people

If you provide information about another passenger, child, parent, guardian or emergency contact, you should have authority to provide it and, where practicable, make that person aware that their information has been provided to Monty Express and why.

7. Disclosure to service providers and other parties

Monty Express may disclose information reasonably necessary for the relevant purpose to booking, payment, website, communications, information-technology and network providers; authorised resellers and agents; substitute carriers; professional advisers and insurers; and police, emergency services, courts or regulators where required or permitted by law or reasonably necessary for safety.

Monty Express does not sell customer contact lists.

8. Overseas processing or disclosure

Some technology service providers may store or process information outside Australia. Where the Privacy Act applies and Monty Express is likely to disclose personal information overseas, we will take the steps required by law and will identify the relevant countries in this policy where it is practicable to do so.

9. Cookies and website analytics

Monty Express website may use cookies and similar technologies for essential website functions, security, booking functionality, preferences and analytics. Where a consent choice is legally required for a particular technology, Monty Express will provide an appropriate choice. You can also control many cookies through your browser settings, although disabling essential cookies may affect website or booking functions.

10. Onboard Wi-Fi information

If you use onboard Wi-Fi, Monty Express and its network providers may process technical information needed to provide, secure, manage and troubleshoot the network. The [Website & Wi-Fi Terms](#) explain this in more detail. Monty Express does not promise that a public or shared network is private, and passengers should use appropriate security for sensitive transactions.

11. Security

Monty Express uses reasonable technical and organisational measures appropriate to its systems and the sensitivity of the information to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure. No internet or storage system can be guaranteed to be completely secure.

12. Retention

Monty Express keeps personal information only for as long as reasonably needed for the purpose for which it was collected, legal and accounting requirements, safety and incident records, claims and dispute management, and legitimate business recordkeeping. When information is no longer required, we will take reasonable steps to delete or de-identify it where appropriate and lawful.

13. Access and correction

You may ask to access personal information Monty Express holds about you or ask us to correct information you believe is inaccurate, out of date, incomplete, irrelevant or misleading. We may need to verify your identity. Where a legal exception applies, we will explain our decision to the extent required by law.

14. Privacy complaints

If you believe Monty Express has mishandled your personal information, contact us using the privacy details below. Please explain the issue and what outcome you are seeking. We will investigate and respond within a reasonable time. If the Privacy Act applies and you remain dissatisfied, you may be able to complain to the Office of the Australian Information Commissioner.

Information about privacy complaints is available from the [Office of the Australian Information Commissioner](#).

15. Changes to this policy

Monty Express may update this policy as its services, systems or legal obligations change. The current version and effective date will be published on Monty Express website.

Privacy contact

Privacy email: enquiries@montyexpress.com.au | Telephone: +61 427 420 451