



# Privacy Policy

This Policy was last reviewed and updated on: ***April 2024***

## Privacy Policy

Townsville Customs and Forwarding Services values and respects the privacy of the people we deal with. Townsville Customs and Forwarding Services is committed to protecting your privacy and complying with the *Privacy Act 1988 (Cth) (Privacy Act)* and other applicable privacy laws and regulations. This Privacy Policy (**Policy**) describes how we collect, hold, use, and disclose your personal information, and how we maintain the quality and security of your personal information.

### What is personal information?

'Personal information' means any information or opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is reasonably identifiable. In general terms, this includes information or an opinion that personally identifies you either directly (e.g. your name) or indirectly.

### What personal information do we collect?

The personal information we collect about you depends on the nature of your dealings with us or what you choose to share with us. The personal information we collect about you may include name, address, telephone numbers, email address, communications between you and use, and transactional information about your use of our services.

### How do we collect your personal information?

We collect your personal information directly from you when you:

- interact with us over the phone, in person or online;
- attend a Townsville Customs and Forwarding Services event;
- apply for a position with us as an employee or contractor;
- employ us to carry out import, export, and/or freight-forwarding duties.

### How do we use your personal information?

We use personal information for many purposes in connection with our activities, including:

- provide you with information or services that you request from us;
- deliver to you a more personalised experience and service offering;
- improve the quality of the services we offer;
- internal administrative purposes;
- marketing and research purposes;
- meet our legal obligations.

### Disclosure of personal information to third parties

We may disclose your personal information to third parties in accordance with this Policy in circumstances where you would reasonably expect us to disclose your information. For example, we may disclose your personal information to:

- our third-party service providers (for example, our IT providers);
- our professional services advisors such as third parties we have contracted to provide a service to you;
- If you are applying for a credit account with us, we may share your personal information with your referees for credit assessment purposes, credit reporting agencies or debt collection agencies; and
- legal and regulatory authorities.

## Transfer of personal information overseas

Some of the third-party service providers we disclose personal information to may be based in or have servers located outside of Australia.

Where we disclose your personal information to third parties overseas, we will take reasonable steps to ensure that data security and appropriate privacy practices are maintained. We will only disclose to overseas third parties if:

- you have given us your consent to disclose personal information to that third party; or
- we reasonably believe that:
  - the overseas recipient is subject to a law or binding scheme that is, overall, substantially similar to the APPs; and
  - the law or binding scheme can be enforced; or
- the disclosure is required or authorised by an Australian law or court/tribunal order.

## How do we protect your personal information?

Townsville Customs and Forwarding Services will take reasonable steps to ensure that the personal information that we hold about you is kept confidential and secure, including by:

- having a robust physical security of our premises and databases/records;
- taking measures to restrict access to only personnel who need that personal information to effectively provide services to you; and
- having technological measures in place (for example, anti-virus software, fire walls).

## Online activity

### *Cookies*

Townsville Customs and Forwarding Services' website uses cookies. A cookie is a small file of letters and numbers the website puts on your device if you allow it. These cookies recognise when your device has visited our website before, so we can distinguish you from other users of the website. We do not use cookies to identify you, just to improve your experience on our website. If you do not wish to use cookies, you can amend the settings on your internet browser so it will not automatically download. However, if you remove or block cookies on your computer, please be aware that your browsing experience and our website's functionality may be affected.

### *Website analytics*

Our website uses Google Analytics to help us better understand visitor traffic, so we can improve our services. Although this data is mostly anonymous, it is possible that under certain circumstances, we may connect it to you.

### *Direct marketing*

We may send you direct marketing communications and information about our services, opportunities, or events that we consider may be of interest to you. These communications may be sent in various forms, including mail and email, in accordance with applicable marketing laws, such as the *Australian Spam Act 2003* (Cth). You consent to us sending you those direct communications by any of those methods. If you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so. You may opt-out of receiving marketing communications from us at any time by contacting us using the details set out in the "How to contact us" section below.

## Retention of personal information

We will not keep your personal information for longer than we need to. In most cases, this means that we will only retain your personal information for the duration of your relationship with us unless we are required to retain your personal information to comply with applicable laws, for example record-keeping obligations.

## How to access and correct your personal information

Townsville Customs and Forwarding Services will endeavour to keep your personal information accurate, complete, and up to date. If you wish to make a request to access and/or correct the personal information we hold about you, you should make a request by contacting us and we will usually respond within seven days.

## Links to third party sites

Townsville Customs and Forwarding Services' website may contain links to websites operated by third parties. If you access a third-party website through our website, personal information may be collected by that third party website. We make no representations or warranties in relation to the privacy practices of any third-party provider or website and we are not responsible for the privacy policies or the content of any third-party provider or website. Third party providers/websites are responsible for informing you about their own privacy practices and we encourage you to read their privacy policies.

## Inquiries and complaints

For complaints about how Townsville Customs and Forwarding Services handles, processes or manages your personal information, please contact our Privacy Officer. Note: we may require proof of your identity and full details of your request before we can process your complaint.

Please allow up to seven days for Townsville Customs and Forwarding Services to respond to your complaint. It will not always be possible to resolve a complaint to everyone's satisfaction. If you are not satisfied with Townsville Customs and Forwarding Services' response to a complaint, you have the right to contact the Office of Australian Information Commissioner (at [www.oaic.gov.au/](http://www.oaic.gov.au/)) to lodge a complaint.

## How to contact us

If you have a question or concern in relation to our handling of your personal information or this Policy, you can contact us for assistance as follows:

Email: [info@townsvillecustoms.com.au](mailto:info@townsvillecustoms.com.au)

Contact number: (07) 477 22 400

Post: Attn: Privacy Officer, Townsville Customs and Forwarding Services, PO Box 377, Townsville Qld 4810.