



PRIVACY POLICY

Policy 1.02

Abstract

This policy This privacy policy applies to DK Prestige Haulage (ABN: 3993 845 2047) This policy explains how DK Prestige Haulage handles personal information.

If you have any further questions in relation to our privacy handling practices, please contact us via sales@dkprestigehaulage.com.

Exclusions

This policy relates to DK Prestige Haulage's collection and handling of personal information that is covered by the Australian Privacy Act 1988 (Cth) ("Privacy Act"). It is not intended to cover categories of information that are not covered by the Privacy Act.

Contents

| | |
|---|---|
| 1. Collection of personal information | 2 |
| 2. Use of personal information..... | 3 |
| 3. Marketing communications | 4 |
| 4. Disclosure of personal information..... | 5 |
| 5. Privacy on our websites and applications | 6 |
| 6. Security of personal information | 7 |
| 7. Access to information | 7 |
| 8. Corrections and concerns..... | 7 |
| 9. Effect of policy..... | 7 |

1. Collection of personal information

DK Prestige Haulage collects and holds personal information from clients, customers, employees, job applicants, contractors, and other individuals. We collect and hold this information for our business purposes.

The main types of personal information DK Prestige Haulage collects and holds relate to:

- the contact details and organisational roles of our actual and prospective clients, suppliers, and other business contacts. Typically, this information includes names, addresses, telephone numbers, e-mail addresses and job titles;
- personal information collected in the course of providing products and services to our clients (for instance financial details if we are engaged to perform financial services, or credit information);
- personal information collected in relation to persons who attend seminars or other events we run, sponsor or are otherwise involved in;
- personal information collected when individuals communicate with us (including via email);
- personal information collected from job applicants when they apply for a job with us and individual contractors when performing a role for us (in some instances this may include sensitive information such as health information if related to the role being applied for or being performed); and
- personal information collected from our employees during carrying out our duties and activities as an employer (in some instances this may include sensitive information such as health information if related to the employee's role).

We collect most personal information directly from individuals when we deal with them. The personal information we collect may be provided in forms filled out by individuals, face to face meetings, email messages, telephone conversations, when you use our websites or our social media, or by third parties. If you contact us, we may keep a record of that contact.

In some circumstances, we may take photographs or videos of individuals, such as at seminars or events we run, sponsor or are otherwise involved in.

We may also collect personal information when it is provided to us by third parties, including our clients. This may include personal information contained in materials provided to us while providing products and services to our clients. When this occurs, we rely on the person providing us with that personal information having the right to do so.

Because of the nature of our business, it is generally impracticable for us to deal with individuals on an anonymous basis or using a pseudonym, although sometimes this is possible (for example, when seeking staff or client feedback generally).

2. Use of personal information

The main purposes for which we collect, hold, and use personal information are:

- to provide our products and services;
- to respond to an individual's request;
- to communicate, and maintain contact, with clients;
- to send marketing communications (as described in the "Marketing communications" section below);
- for general management and reporting purposes, such as invoicing and account management;
- for recruitment purposes;
- for purposes related to the employment of our personnel and providing internal products and services to our staff;
- other purposes related to our business (for example, photographs or videos we take at seminars or events may be used for training and promotional purposes); and
- where required or permitted by law, regulation, rule, or professional standard.

If you choose not to provide us with personal information, we may be unable to do such things.

Employee records are not generally subject to the Privacy Act and therefore this policy may not apply to the handling of information about employees by DK Prestige Haulage. For information about our practices relating to employee information, please contact us directly.

3. Marketing communications

We may collect, hold, and use personal information about individuals to send marketing communications to them, including keeping clients and other contacts informed of industry developments, and products and services (including seminars and other events) that we believe may be of interest to them. These communications may be sent in various ways, including by email or other electronic means.

Where it is permitted under relevant laws, we rely upon the implied consent of individuals to send them marketing communications. Where possible however, we intend to generally seek express consent from individuals to do so. There may still be limited circumstances in which we rely on implied consent, however, such as where it is impractical to seek express consent, but we believe the individual would still wish to receive marketing messages from us.

Individuals always can elect not to receive further marketing communications from us. The opt out options include, amongst others, an unsubscribe option in the marketing communication, and writing to DK Prestige Haulage, 14 Fegan Street Googong NSW 2620, or by emailing us at sales@dkprestigehaulage.com In cases of written requests please allow 28 days for your request to be processed.

If you do not consent to receive, or unsubscribe from receiving, marketing communications from us, we may still contact you for the other purposes described in the "Use of personal information" section above.

4. Disclosure of personal information

DK Prestige Haulage does not routinely disclose personal information to other organisations unless:

- use or disclosure is permitted by this policy;
- we believe it is necessary to do so in connection with a product or service we are providing (or, in the case of a partner, employee or contractor of DK Prestige Haulage, it is necessary for maintaining or related to your role at DK Prestige Haulage);
- to protect the rights, property or personal safety of any member of the public or a customer of DK Prestige Haulage or the interests of DK Prestige Haulage;
- some or all of the assets or operations of DK Prestige Haulage are or may be transferred to another party as part of the sale of some or all of DK Prestige Haulage's business;
- you give your consent; or
- such disclosure is otherwise required or permitted by law, regulation, rule, or professional standard.
- We may also share non-personal or de-identified information for research or promotional purposes. We do not sell personal information to third parties.

DK Prestige Haulage may use a range of third party providers to help us maximise the quality and efficiency of our services and our business operations (including internal business requirements, such as recruitment and human capital requirements). This means that individuals and organisations outside of DK Prestige Haulage will sometimes have access to personal information held by us and may collect or use it from or on behalf of DK Prestige Haulage. This may include, but is not limited to, independent contractors and consultants, travel service providers, mail houses, off-site security storage providers, information technology providers, event managers, credit managers and debt collecting agencies.

If you are employed by DK Prestige Haulage and you obtain products or services offered by a third party pursuant to an agreement or arrangement between that third party and DK Prestige Haulage, such as a credit card provider, we may provide your personal information to that third party, including information that relates to your use of such products and services.

5. Privacy on our websites and applications

This policy also applies to any personal information we collect via our websites, including DK Prestige Haulage.com, and applications including mobile applications, in addition to personal information you provide to us directly - such as where you make a request or complete a registration form.

To properly manage our websites and applications, we may log certain statistics about the users of the facilities, for example the users' domains and browser types. None of this information specifically identifies an individual and it is used solely to ensure that our websites and applications provide the best possible navigational experience for users.

Cookies may be used on some DK Prestige Haulage websites.

(Cookies are small text files that are placed on your computer by the websites that you visit). They are widely used to make websites work, or work more efficiently, as well as to provide information to the owners of the site. If you are uncomfortable with the use of cookies, you can manage and control them through your browser, including removing cookies by deleting them from your 'browser history' (cache) when you leave the site. In most cases, you can refuse a cookie and still fully navigate the DK Prestige Haulage websites. If you require more information on the type and use of cookies by DK Prestige Haulage, see our Cookies Information page.

We may also use other technologies, such as web beacons, to monitor users of the DK Prestige Haulage website. These help us gain an understanding of how DK Prestige Haulage websites are being used.

Because DK Prestige Haulage wants your user experience to be as informative and resourceful as possible, we provide several links to websites and embedded content operated by third parties.

DK Prestige Haulage is not responsible for the privacy practices or policies of those sites. We encourage you to review each website's privacy policy, especially if you intend to disclose any personal information via that site. A link to another non-DK Prestige Haulage website is not an express or implied endorsement, promotion or warranty of the products or services offered by or accessible through that site or advertised on that site.

6. Security of personal information

DK Prestige Haulage will endeavor to take all reasonable steps to keep secure any information which we hold about you, whether electronically or in hard-copy, and to keep this information accurate and up to date. We also require our employees and data processors to respect the confidentiality of any personal information held by DK Prestige Haulage.

DK Prestige Haulage aims to achieve industry best practice in the security of personal information which it holds.

7. Access to information

We will provide access to personal information upon request by an individual, except in the limited circumstances in which it is permitted for us to withhold this information (for instance, where granting access would infringe another person's privacy).

When you make a request to access personal information, we will require you to provide some form of identification (such as a driver's licence or passport) so we can verify that you are the person to whom the information relates. In some cases, we may also request an administrative fee to cover the cost of access.

If at any time you want to know what personal information we hold about you, you may contact us by writing to: DK Prestige Haulage, 14 Fegan Street Googong NSW 2620, submitting a request or emailing us at sales@dkprestigehaulage.com.

8. Corrections and concerns

If you believe that information we hold about you is incorrect or out of date, or if you have concerns about how we are handling your personal information, please contact us and we will try to resolve those concerns.

If DK Prestige Haulage becomes aware of any ongoing concerns or problems concerning our privacy practices, we will take these issues seriously and work to address these concerns. If you have any further queries relating to our privacy policy, or you have a problem or complaint, please contact us. If you are not satisfied with our handling of your problem or complaint you may make a complaint to the Australian Information Commissioner (www.oaic.gov.au).

9. Effect of policy

DK Prestige Haulage operates in a dynamic business environment, and we aim to review this policy annually to keep it current. We may update this privacy policy at any time by publishing an updated version on our website.