



Privacy Policy

Rise of the Phoenix Pty Ltd

Effective date: 01/07/2026

Last updated: 21/06/2026

Who we are

Rise of the Phoenix Pty Ltd (ABN 95 167 344 194) ("Rise of the Phoenix", "we", "us", "our") provides heavy vehicle transport services across Australia. We are committed to protecting your personal information and handling it in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

This policy explains what personal information we collect, why we collect it, how we use and protect it, and how you can access or correct it.

What personal information we collect

Depending on your dealings with us, we may collect:

- **Contact and identity details** — name, job title, business name, email address, phone number, and postal or business address.
- **Transport request details** — pick-up and delivery locations, dates, and details about the goods or vehicles to be moved, which may include the contact details of senders, receivers, or site contacts.
- **Supplier, subcontractor and driver details** — contact and business details, and information needed to engage and pay them.
- **Billing information** — details needed to invoice and process payments. (Payment card details are handled by our payment and accounting providers and are not stored by us.)
- **Records of our communications** — emails, phone notes, and form submissions.

We generally do not collect sensitive information. If we ever need to, we will only do so with your consent or where the law allows.

How we collect it

We usually collect personal information directly from you — for example when you submit a transport request through our online form, email or phone us, or deal with us as a supplier or contractor. Sometimes we collect it from a third party, such as a person arranging a move on someone else's behalf, where it is reasonable to do so.

Why we collect and use it

We use personal information to:

- arrange, schedule and carry out transport jobs;
- communicate with you about your request or job;
- engage drivers and subcontractors to complete a move;
- issue invoices and manage payments;
- meet our legal, safety, insurance and operational obligations; and
- improve our services and respond to enquiries and complaints.

We will only use your information for the purpose we collected it, a directly related purpose you would reasonably expect, or where you have consented or the law requires it.

Who we share it with

We may disclose personal information to:

- our drivers, subcontractors and transport partners, so they can carry out a move;
- our software and service providers who help us run the business — for example our transport management system (*My Trucking*), our accounting software (*Xero*), and our document, email and file-storage provider (*Microsoft 365 / OneDrive*);
- our professional advisers, such as accountants and lawyers; and
- government bodies, regulators or others where required or authorised by law.

We do not sell your personal information.

Storage, security and overseas disclosure

We take reasonable steps to protect personal information from misuse, loss, and unauthorised access — including limiting access to those who need it and using reputable, secured systems.

Some of our service providers may store data on servers located outside Australia or may be owned by overseas companies. Where this happens, we take reasonable steps to ensure your information continues to be handled consistently with this policy and Australian privacy law.

We keep personal information only for as long as we need it for the purposes above or to meet legal requirements and then take reasonable steps to destroy or de-identify it.

Direct marketing

If we send you information about our services, it will be related to what you would reasonably expect. You can opt out at any time by contacting us or using the unsubscribe option in the message.

Accessing and correcting your information

You can ask us for a copy of the personal information we hold about you or ask us to correct it if it is wrong or out of date. Contact us using the details below and we will respond within a reasonable time (generally within 30 days). There is normally no charge to make a request.

Data breaches

We have steps in place to identify and respond to data breaches. If a breach is likely to cause serious harm to anyone whose information we hold, we will assess it and, where required, notify the affected people and the Office of the Australian Information Commissioner (OAIC) in line with the Notifiable Data Breaches scheme.

Complaints and contact

If you have a question, want to access or correct your information, or wish to make a privacy complaint, please contact:

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Rise of the Phoenix Pty Ltd

info@riseofthephoenix.com.au

0425852270

P.O.Box 502 Paradise Point, QLD 4216

We will acknowledge and respond to complaints within a reasonable time. If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner at oaic.gov.au or 1300 363 992.

Changes to this policy

We may update this policy from time to time. The current version will always be available at www.riseofthepheonix.com.au with the “last updated” date shown above.

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