

## Privacy Policy

This Privacy Policy applies to all personal information collected by **Famous Pacific Shipping (QLD) Pty Ltd** (“we” “our” or “us”) via the website located at [www.famouslogistics.com.au](http://www.famouslogistics.com.au) or by any other method of communication with you. This Privacy Policy applies to all users of our services, website, application, features or other services unless covered by a separate privacy notice. It applies to the following categories of persons:

- Shippers: shippers, including their employees, or individuals who send a shipment;
- Shipment receivers: any person who receives a shipment;
- Persons showing interest in us and our services;
- Business Partners: business partners, including their employees;
- Employment candidates: persons that apply for a job with us,  
(collectively referred to as “you” or “your”).

### 1. What is “personal information”?

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- (a) The Privacy Act 1988 (Cth) currently defines “personal information” as meaning information or an opinion about an identified individual or an individual who is reasonably identifiable:
- (i) whether the information or opinion is true or not; and
  - (ii) whether the information or opinion is recorded in a material form or not.
- (b) If information do not disclose your identity or enable your identity to be ascertained, it will in most cases not be classified as “personal information” and will not be subject to this privacy policy.

### 2. What information do we collect?

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The kind of personal information and data that we collect from you will depend on how you use the website or interact with us. The personal information which We collect and hold about you may include:

- (a) Contact Data - Information to contact you eg. when you use one of our services, such as your name, ABN, phone number, postal address, collection and delivery addresses and email address;
- (b) Profile Data - Information on your client profile e.g. to set up your delivery preferences – such as your delivery preferences, order details and user ID for accessing our website and online services we provide;
- (c) Shipment data – information enabling the pick-up and delivery of your shipment e.g. statement of your shipment – such as your address, shipment documents, shipment number;
- (d) Social Media or online Data – Information on your social media or other website collected data should you choose to interact with us online – such as your Facebook user name or location information,

### 3. How we collect your personal information

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- (a) We will endeavour to collect information directly from you whenever possible. We collect personal information about individuals in a number of ways, including:
  - (i) directly from you when you make a telephone enquiry or place an order for a service over the phone;
  - (ii) directly from you if you send us personal correspondence, such as emails or letters;
  - (iii) when you provide information through our Websites. We collect and store information which you provide through our Websites including your name, email address, other contact details and any other comments;
  - (iv) when you complete our service forms;
  - (v) from third parties such as from credit reporting bodies;
  - (vi) from our related companies;
  - (vii) from publicly available sources of information;
  - (viii) from third parties, where it is reasonably necessary or normal business practice, so that we can continue to provide you with our services; and
  - (ix) from our own records of how you use our services.
- (b) We only collect personal information which is necessary for us to conduct our business, to provide and market our goods and services, and to meet our legal obligations, or otherwise in accordance with any specific consent given by you.
- (c) We may collect personal information from you whenever you input such information into the website or provide it to us in an email or any other way.
- (d) We may also collect cookies from your computer which enable us to tell when you use the website and also to help customise your website experience. As a general rule, however, it is not possible to identify you personally from our use of cookies.

### 4. Purpose of collection

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- (a) For pre-contractual and contractual reasons we also need personal information to provide our services and comply with the obligations arising from contractual agreements concluded with you. For this process we may transfer the data to the following categories of recipients:
  - (i) Third party business partners – the transfer to third party business partners is limited to what is required by applicable law and/or in order for us to fulfil our contractual obligations;
  - (ii) Public authorities – transfer is required by applicable law (e.g. to fulfil a legal obligation during shipment processing).
- (b) We may also use your personal information to:
  - (i) Verify your identity;

- (ii) Provide the services you require for which you specifically provided the personal information (for example, to respond to a specific enquiry or for related purposes that would reasonably be expected).
  - (iii) Administer and manage those services, including charging and billing you for those services (including any duties and taxes);
  - (iv) Assist with the administrative, marketing (including direct marketing), planning, product or service development, quality control and research purposes of us and our related bodies corporate, contractors or service providers;
  - (v) Inform you of ways that the services provided to you could be improved;
  - (vi) Conduct appropriate checks for fraud;
  - (vii) Update our records and keep your contact details up to date; and
  - (viii) Maintain and develop our business systems and infrastructure, including testing and upgrading of these systems.
- (c) The purpose for which we collect personal information on our website is to provide you with the best service experience possible on the website.
- (d) We customarily disclose personal information collected on our website only to our service providers who assist us in operating the website. Your personal information may also be exposed from time to time to maintenance and support personnel acting in the normal course of their duties.
- (e) By using our website, you consent to the receipt of direct marketing material. We will only use your personal information for this purpose if we have collected such information direct from you, and if it is material of a type which you would reasonably expect to receive from us. We do not use sensitive personal information in direct marketing activity. Our direct marketing material will include a simple means by which you can request not to receive further communications of this nature.

## **5. Disclosure of Personal Information**

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- (a) In order to deliver the services you require, we may disclose your personal information to organisations outside of our organisation. Your personal information may be disclosed to these organisations, in relation to the purpose(s) in connection with which we obtained your personal information, or where it is directly related to the purpose(s) in connection with which we obtained your personal information. These organisations include, but are not limited to, organisations and third party service providers which carry out services on our behalf, including our:
- (i) customer enquiries;
  - (ii) mailing operations;
  - (iii) billing and debt-recovery functions;
  - (iv) information technology services;
  - (v) installation, maintenance and repair services;
  - (vi) marketing, telemarketing and market research; and
  - (vii) usage analysis of our Websites.
- (b) We will endeavour to take reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

- (c) In addition, we may disclose your personal information to:
- (i) any parties necessary to provide the services which you purchase from us, including government or regulatory authorities of the country of transit or destination for customs, quarantine or duty or tax clearance purposes, or for security screening;
  - (ii) any parties necessary to provide you with access to the Websites and external IT service providers to assist in ensuring the security of our computer network is maintained;
  - (iii) your authorised representatives or your legal advisers (e.g. when requested by you to do so);
  - (iv) credit reporting bodies or fraud checking agencies;
  - (v) our related companies;
  - (vi) our professional advisers, including our accountants, auditors and lawyers;
  - (vii) government and regulatory authorities and other organisations, as required or authorised by law; and
  - (viii) if we is taken over by another company ('takeover company'), to the takeover company in respect of which you are a customer or a potential customer.

## **6. Access and correction**

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- (a) Australian Privacy Principle 12 permits you to obtain access to the personal information we hold about you in certain circumstances, and Australian Privacy Principle 13 allows you to correct inaccurate personal information subject to certain exceptions. If you would like to obtain such access, please contact us as set out below.
- (b) To protect your privacy we may require proof of your identity before acting upon your request. Access will be provided unless there is a legal or administrative reason for denying or limiting access, as permitted by the Privacy Act 1988 (Cth), in which case we will let you know the reason for denial of access.

## **7. Complaint procedure**

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If you have a complaint concerning the manner in which we maintain the privacy of your personal information, please contact us as set out below. All complaints will be considered by our privacy officer and we may seek further information from you to clarify your concerns. If we agree that your complaint is well founded, we will, in consultation with you, take appropriate steps to rectify the problem. If you remain dissatisfied with the outcome, you may refer the matter to the Office of the Australian Information Commissioner.

## **8. Overseas transfer**

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Your personal information may be transferred overseas or stored overseas for a variety of reasons. It is not possible to identify each and every country to which your personal information may be sent. If your personal information is sent to a recipient in a country with data protection laws which are at least substantially similar to the Australian Privacy Principles, and where there are mechanisms available to you to enforce protection of your personal information under that overseas law, we will not be liable for a breach of the Australian Privacy Principles if your personal information is mishandled in that jurisdiction. If your personal information is transferred to a jurisdiction which does not have data protection laws as comprehensive as Australia's, we will take reasonable steps to secure a contractual commitment from the recipient to handle your information in accordance with the Australian Privacy Principles.

## **9. GDPR**

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In some circumstances, the European Union General Data Protection Regulation (**GDPR**) provides additional protection to individuals located in Europe. The fact that you may be located in Europe does not, however, on its own entitle you to

protection under the GDPR. Our website does not specifically target customers located in the European Union and we do not monitor the behaviour of individuals in the European Union, and accordingly the GDPR does not apply.]

#### **10. How to contact us about privacy**

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If you have any queries, or if you seek access to your personal information, or if you have a complaint about our privacy practices, you can contact us on: by telephone **+61 7 3895 5388** or by email: [info@famouslogistics.com.au](mailto:info@famouslogistics.com.au).

#### **11. Changes to this Privacy Policy**

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We reserve the right to amend this Privacy Policy from time to time. The most current version of this policy will be located on our website or a copy can be obtained by contacting us.

#### **12. Waiver**

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If We delay or do not exercise any of our rights and remedies available to us under this Privacy Policy, that will not be a waiver of that right or remedy.

#### **13. Severability**

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If any provision of this Privacy Policy is held to be invalid, void, unenforceable or illegal for any reason, such provision shall be deemed to be severed from this Privacy Policy and the remaining provisions shall continue in full force and effect.

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