

# PRIVACY POLICY

## 1. Overview

Team Global Express is committed to protecting personal information in accordance with:

- the Privacy Act 1988 (Cth), and the Australian Privacy Principles (together, the **Privacy Act Australia**); and
- the Privacy Act 2020 (NZ), including the Information Privacy Principles (together, the **Privacy Act New Zealand**).

The purpose of this Policy is to outline how Team Global Express handles the personal information of its customers, personnel of its customers, receivers of freight consigned to Team Global Express, visitors to Team Global Express' website or premises, contacts of Team Global Express' suppliers and others with whom Team Global Express deals, and the measures Team Global Express has in place to protect your personal information and your rights in relation to accessing your personal information that we hold.

For the purpose of this Policy:

- **Team Global Express** includes Australian Parcels Group Pty Ltd (ACN 649 001 409), NZ Logistics Holdings Limited (8180380) and each of their group entities including Team Global Express Pty Ltd (ACN 084 157 666);
- the expressions **we**, **us** and **our** are a reference to Team Global Express;
- the expressions **you** and **your** refer to each and every individual whose personal information we may handle from time to time;
- personal information:
  - a) is as defined in the Privacy Act Australia (as amended from time to time) and includes information or an opinion about an individual (whether true or not and in whatever form) whose identity is reasonably apparent, or can reasonably be ascertained, from the information or opinion; and
  - b) to the extent not covered under paragraph (a) above, includes personal information as defined in the Privacy Act New Zealand; and
- **sensitive information** is as defined in the Privacy Act Australia (as amended from time to time) and includes information or an opinion about an individual's racial or ethnic origins; political opinions; memberships of political associations, trade unions, professional or trade associations; criminal record; health or genetic information; or biometric information.

## 2. What personal information do we collect and hold?

In the process of conducting our business, we may collect, hold, use, and disclose personal information that is reasonably necessary to provide transport services and related services to you. Examples of the types of personal information we may collect from you include:

- a) **contact information** – for example, your name, address, phone number or email;
- b) **identity information** – for example, your taxpayer or government identification number, or photo;
- c) **financial information** – for example, your account name, BSB and account number, or credit card details;
- d) **IT information** – for example, information we may collect when you visit our website or use our mobile apps including your browser type, web pages visited, or your IP address;
- e) **use of our services/products** – for example, information we may collect about your use of our services or products and your preferences relating to those services and products;
- f) **employment history** – for example, information we may collect such as your qualifications, employment history, background and interests when you apply for a job with us; or
- g) **information relating to your business relationship with Team Global Express** – for example, previous services provided by Team Global Express to you or provided by you to Team Global Express.



Employee records

You should be aware that:

- In Australia, whilst the initial collection of personal information relating to your employment history is governed by the Privacy Act Australia, the subsequent handling of employee records is currently exempt from regulation under that Act.
- In New Zealand, the Privacy Act New Zealand applies to the collection and subsequent handling of employee records.

### **3. What sensitive information do we collect and hold?**

From time to time, we may need to collect sensitive information where it is reasonably necessary in our dealings with you. We will not collect, use or disclose sensitive information unless we have your consent or we are legally required to do so. For example, if you are interviewing for a position with us we may, with your consent, conduct criminal history checks.

### **4. How do we collect personal information?**

Depending on the business purpose, personal information will generally be collected from you either in person or writing, by telephone or email or via our website.

- a) We may collect your personal information when you:
- b) create or update an account with us;
- c) shop online and order goods through a merchant that uses our delivery services;
- d) contact our customer services team;
- e) interact with us on our website or our mobile apps, for example when you use or request information about our services, subscribe to marketing communications, request support, complete surveys or sign up for an event or webinar;
- f) are sent a parcel by someone;
- g) choose to provide us with access to certain personal information stored by third parties such as social media sites (such as Facebook and Twitter). The information we have access to varies by site and is controlled by your privacy settings on that site and your authorisation;
- h) exchange emails, telephone conversations or other electronic communications with our employees and other staff members. Our information technology systems will record details of those conversations, sometimes including their content;
- i) apply for a job with us;
- j) attend one of our events or give us a business card (or similar), in an offline setting; or
- k) visit our premises, as some of our premises have closed circuit TV systems or other monitoring devices which may record you for security and safety purposes.

We may also collect personal information in the following ways:

- a) if we have a business relationship with the organisation that you represent, your colleagues or other business contacts may give us information about you such as your contact details or details of your role in the organisation;
- b) if we deliver a service to your organisation, we may collect personal data from the organisation purchasing the service; or
- c) from third party data providers or publicly available sources for anti-money-laundering, background checking and similar purposes, and to protect our business and comply with our legal and regulatory obligations.

If you provide us with, or authorise us to collect, personal information about a third party, you confirm that they have authorised you to provide us with, or authorise us to collect, their personal information in accordance with this Policy and that you have informed them of their rights to access and request correction of their personal information, as set out below.



## 5. Why do we collect, hold, use and share personal information?

Generally, we collect, hold, use and share your personal information only to the extent required to enable the delivery, development and improvement of our transport services and other related services. The personal information that we collect must be sufficiently detailed for us to effectively conduct our business.

We will only collect, hold, use and share your personal information for the purpose for which it was collected or for related purposes permitted by law. These purposes include:

- a) carrying out our obligations under contracts entered into between you and us and providing you with the information and services that you request from us, including support in relation to the services we provide;
- b) processing transactions and sending notices to you about your transactions, for example parcel notifications;
- c) sending administrative or account-related information to you, resolving disputes, collecting fees and troubleshooting problems;
- d) operating, managing, developing and promoting our business and, in particular, our relationship with the organisation you represent (if any) and related transactions;
- e) delivering targeted marketing, service update notices and promotional offers based on your communication preferences (where this is in accordance with the law);
- f) permitting selected third parties to provide you with information about goods and services we feel may interest you (where this is in accordance with the law);
- g) facilitating the distribution of corporate communications such as our financial results and other information that is relevant to the promotion or reporting of our business activities;
- h) protecting our business from fraud, money-laundering, breach of confidence, theft of proprietary materials and other financial materials and other financial or business crimes;
- i) complying with our legal and regulatory obligations and bringing and defending legal proceedings or taking part in alternative dispute resolution processes;
- j) verifying your identity in person or digitally, using third-party business partners to check your details back to the source;
- k) linking your accounts and product or service holdings to provide you with a more seamless user experience;
- l) administering our website and for internal operations, including data analysis, testing, research, statistical and survey purposes;
- m) improving our website to ensure that content is presented in the most effective manner for you and for your device;
- n) allowing you to participate in interactive features of our service, when you choose to do so; and
- o) allowing maintenance personnel or other third party contractors (including outsourced and cloud service providers) to provide technical or other support services to us.

We may also collect your information for other purposes where you have provided your consent or if it is lawful for us to do so. We may use your personal information in combination with other information we collect about you.

**Team Global Express does not collect personal information for the purpose of selling it to third parties.**

You are not required to supply any personal information to us. However, if certain personal information is not provided, we may not be able to provide services to you in the most effective or efficient manner, or at all, or you may not be able to be a service provider to Team Global Express. In certain circumstances we may be required by law to collect certain personal information from you.

## **6. When do we share personal information?**

We may need to share your personal information with other parties as part of our business and, where we do so, we will take steps to ensure these parties are required to protect your information. These may include specialist information technology companies, cloud service providers, mail houses or other contractors who help us to deliver our services.

We may from time to time review information held about you in our systems, including your email and other communications with, us for compliance and business-protection purposes as described in this Policy. This may include reviews of information for the purposes of disclosure of information in legal proceedings, regulatory enquiries or criminal investigations. To the extent permitted by applicable law, these reviews will be conducted in a reasonable and proportionate way and approved at an appropriate level of management. This may ultimately involve disclosure of your information to governmental agencies or other third parties as described below.

You agree that we have the right to share your personal information with:

- a) any member of the Team Global Express corporate group, including our related bodies corporate;
- b) selected third parties including:
  - i. business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you;
  - ii. contract service providers, including customer service staff, consultants, advisers, IT and internet service providers;
  - iii. analytics and search engine providers that assist us in the improvement and optimisation of our website;
  - iv. credit reference agencies for the purpose of assessing your credit score where this is a condition of us entering into a contract with you; and
  - v. entities involved in a proposed sale or transfer all or a portion of our business or assets;
- c) your colleagues within the organisation that you represent (in terms of your contact details and your role); and
- d) any entity we are required to disclose your personal information to, either by law or court order (including government agencies and litigation counterparties).

We will take reasonable steps to ensure that third party recipients are required to handle your personal information in a manner that is consistent with the principles described in this policy and applicable privacy laws.

## **7. Storage of data**

Personal information is principally held in electronic databases maintained within Team Global Express' computer network. Team Global Express maintains appropriate administrative, technical and physical safeguards designed to protect the personal information you provide against accidental, unlawful or unauthorised destruction, loss, alteration, access, disclosure or use. Your personal information will be processed in accordance with our data security policies. We will maintain data security by protecting the confidentiality, integrity and availability of the personal information we hold.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

## **8. Overseas use and disclosure**

Some of our suppliers, agents and related bodies corporate are based overseas and we may need to send or provide them with access to your personal information so that they can provide services to us or to you. This includes to other Group entities, to our related bodies corporate in Australia and New Zealand and to our suppliers and agents in countries we provide services to and from. By submitting your personal information, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your personal information is treated securely and in accordance with this policy and any applicable laws, but you acknowledge that where we transfer this personal information overseas there is an increased level of risk to the security of your personal information.



## **9. Use of our website**

Our website may contain links to other websites that are not owned, operated or endorsed by us. We are not responsible for the privacy practices of those websites, or for the content, product or services provided by, or contained on, those websites.

When you visit one of our websites, information about your computer or web device is automatically recorded by our website. This includes your IP address and associated domain name (e.g. yourcompany.com), the date and time of your visit to our site, the pages you accessed or downloaded, the address of the last site you visited, your operating system and the type of browser you used. This information may be collected by us or by a third-party service provider on our behalf. This information is collected for statistical and system administration purposes, and to improve our web-based services. It does not readily identify individuals, and we will not attempt to identify individuals from the records our server generates unless it is necessary to do so for law enforcement purposes.

We may also use "cookies" to assign your device a user ID. A cookie is a small piece of information that is sent to your browser and stored on your computer's hard drive. Cookies contain information that allows us to identify your device, understand your use of our website and set your preferences for future visits. We may use this information to determine whether or not to display standard content. You can configure your browser to notify you when you receive a cookie or disable cookies altogether. These cookies expire when your browser window is closed.

Please note that some of the cookies we use are essential for our website to operate, and that if you disable cookies altogether you will not be able to use all parts of our website.

When using our website you should be aware that no data transmission over the Internet can be guaranteed as totally secure. Although we strive to protect such information, we do not warrant the security of any information that you transmit to us over the Internet and you do so at your own risk.

## **10. Access to personal information and correction of personal information**

We will take reasonable steps to ensure that the personal information that we collect remains accurate, up to date and complete. If you would like to correct or update your personal information that we hold, you can send a request to us using the details below.

We will provide you with access to your personal information held by us unless we are permitted under applicable privacy law to refuse to provide you with such access. If we refuse to provide you with access, we will provide you with reasons why. If you would like to access any of your personal information that we hold, you can send a request to us using the details below. Your request should set out, in reasonable detail, a description of the information that you would like to access. Before providing access, we may require certain information from you to verify your identity.

There is no charge for requesting access to your personal information but we may charge you a reasonable fee before we provide you with access to meet our costs of doing so.

We will respond to all requests for access and/or correction of personal information within a reasonable time.

## **11. Retention of personal information**

Personal information will be held by us for as long as it is reasonably necessary to fulfil any purpose for which it can be used or disclosed. Where such personal information is no longer applicable or required, we will take reasonable steps to destroy or de-identify such information, subject to any law or court order requiring retention.

We may retain some limited information about you even when we know that you have left the organisation that you represent, so that we can maintain a continuous relationship with you if and when we are in contact with you again, representing a different organisation.



## 12. Overseas collection

In some circumstances, personal information collected in Australia or New Zealand from an individual located overseas might be subject to additional protection under the laws of the local jurisdiction. For example, the European Union General Data Protection Regulation (**GDPR**) provides additional protection in certain circumstances to individuals located in the European Union, and the UK Data Protection Act 2018 may in some cases extend similar protection to individuals located in the United Kingdom. Where this is the case, there may be additional rights and remedies available to you under foreign law in the event that your personal information is handled in a manner inconsistent with that law.

## 13. Consent

By engaging with us, electing to use our services or by using our website or applications, you will be deemed to have consented to us collecting, holding, using, disclosing and handling your personal information in a manner consistent with this Policy, including monitoring your use of our website.

If you do not wish for us to continue to use your personal information for any of the purposes at any time in the future, you must notify us in writing to withdraw your consent. You acknowledge that your withdrawal of consent may result in our inability to provide you with the services that we have been offering to you.

## 14. Complaints

If you have a complaint about the way in which we have dealt with your personal information, you can contact us using the details in the 'How to contact us' section below.

If you remain unsatisfied with the way in which we have handled a privacy issue, you may contact the Office of the Australian Information Commissioner or New Zealand Office of the Privacy Commissioner (details below) for guidance on alternative courses of action which may be available to you.

### Office of the Australian Information Commissioner

Website: <https://www.oaic.gov.au>  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)  
Telephone: 1300 363 992

### New Zealand Office of the Privacy Commissioner

Website: <https://www.privacy.org.nz/>  
Email: [enquiries@privacy.org.nz](mailto:enquiries@privacy.org.nz)  
Telephone: 0800 803 909



## **15. How to contact us**

If you would like to contact us to access or correct your personal information, to make a complaint about how we have handled your personal information, or to withdraw your consent, you can contact us at:

Attention: Company Secretary  
Team Global Express  
Level 15, 380 St Kilda Road  
Melbourne VIC 3004  
Australia

Telephone: 13 15 31 (Australia)  
0800 865 569 (New Zealand)  
Email: [cosec@teamglobalexp.com](mailto:cosec@teamglobalexp.com)

## **16. Updates to this privacy policy**

Team Global Express may update this policy from time to time. Any changes will be published on our website. By continuing to access our website and use our services, you will be deemed to agree to our updated Policy.

This Policy was last updated in September 2022.