

Privacy Policy

1. General

- 1.1. This document sets out the Privacy Policy for the Website, Portal and for all Personal Information collected by Superscoop Transport ABN 29 155 588 837
- 1.2. The Website and Portal are operated by Superscoop Transport. We recognise that Your privacy is important, and are committed to protecting Your privacy and accordingly comply with the *Privacy Act 1988* (Cth), which sets out a number of principles concerning the privacy of individuals.
- 1.3. This Privacy Policy provides information on:
 - 1.3.1. the types of information We collect;
 - 1.3.2. how We collect and hold this information;
 - 1.3.3. how We use this information;
 - 1.3.4. how to access or correct Your information; and
 - 1.3.5. how to communicate any complaints regarding the way in which Superscoop Transport has handled Your Personal Information.
- 1.4. By providing Your Personal Information to Us, You consent to the collection, use and disclosure of Your Personal Information in accordance with this policy.
- 1.5. The Website and Portal may contain links to other websites that are not owned, operated or controlled by Superscoop Transport. As such, We are not responsible for the information on these sites, or their privacy policies.

2. Personal Information we collect

- 1.6. When You engage with Us and use the Website and the Portal, We may collect Personal Information from You. The types of information collected by Us will depend on the particular services provided to You. We may typically ask for information including Your name, postal address, telephone number, email address, current place of employment, banker details, trade references and details of Your registration with any trade association or representative group. We may also collect, where relevant, financial information including tax file numbers (TFNs), credit card information, banking details and income information if you wish to be considered for the grant of credit in Your contractual relationship with Us or for utilising our services.

- 1.7. We endeavour to collect Personal Information about an individual only from that individual. In some circumstances, We may obtain Personal Information from a third party. If You provide Personal Information about another person to Superscoop Transport, then We require You to inform that person that You have done so and provide them with a copy of this Privacy Policy.

3. Non-personal information collected

- 1.8. Data collection devices, called “cookies”, are files placed on Your hard drive to collect information. Superscoop Transport may use cookies to enhance the use of the Website, not to record Personal Information. The recording of information about Your use of the Website is useful for the purpose of gauging visitor traffic, trends and delivering personalised content to You while You are at the Website.
- 1.9. Your browser will generally be set to automatically accept cookies. If You do not want any cookies to be placed on Your hard drive, You can alter Your browser settings to refuse them. However, this may also limit the way You view the Website.
- 1.10. We expressly collect the following non-personally identifiable information from each visitor to the Website and Portal, including but not limited to: device used, browser type, version and language, operating system, pages viewed while browsing the Website, page access times and referring website address. This collected information is used for the purpose of gauging visitor traffic, trends and delivering personalised content to You while You are at the Website or using the Portal.
- 1.11. We may also share aggregated, non-personally identifiable information publicly, for example, to show trends about the general use of Our services, the Website and the Portal. However, unless You give Us permission to do so, Superscoop Transport will not sell, share, license, trade or rent Your Personal Information to third parties other than as specified in this Privacy Policy, or as required by law.

4. How we collect your Personal Information

- 1.12. We will primarily collect Personal Information from You directly by requesting You to fill out online forms specific to the services that You require. You may also provide information through a variety of different means. For example, by entering information through the Portal, contacting Us through email, responding to a survey published on the Website or a third party survey used by Us, or answering questions asked by Our staff or agents over the telephone. Superscoop Transport reserves the right to record phone calls between You and Our employees or agents for Our training purposes.
- 1.13. Like most websites, We may use cookies to ‘remember’ information about Your preferences. This information may identify Your computer (or other

devices used to access our Website and Portal) to Our servers and the servers of third parties contracted by Us including third parties providing analytical and advertising services to Us. We may use information contained in cookies to make assumptions about the user of the device, and to provide users of that device with focused advertising that We believe may be of interest, based on that information. You can set up your web browser to accept or reject cookies. However, this may limit the way You view the Website.

5. How we use your Personal Information

1.14. Superscoop Transport may use Your Personal Information for the primary purpose for which it is collected, and for such other secondary purposes that are related to the primary purpose of collection.

1.15. The primary purpose for which Superscoop Transport will collect Your Personal Information is so that it can provide You with access to functionality of the Portal and can send You communications, including by way of email, phone call or short message services (SMS) or multimedia message services (MMS) communication, to You containing information about Us, Our services to You, and updates that may be of interest to You.

1.16. We may also use Your Personal Information to:

1.16.1. personalise and customise Your experience on the Website and the Portal;

1.16.2. assist Us to manage and enhance Our services;

1.16.3. enable password retrieval;

1.16.4. respond to customer support enquiries;

1.16.5. provide You with access to future customer support features.

1.17. In the unlikely event We are required to obtain from You the details of Your or another person's Tax File Number (TFN) We will deal with TFNs of individuals in compliance with the TFN Rule.

1.18. If at any stage We intend to Use Your Personal Information in any other way, We will update this Privacy Policy and post the update Privacy Policy to the Website.

6. Sharing of your Personal Information

1.19. We will not give Personal Information about You to other organisations or anyone else unless one of the following applies:

1.19.1. You have consented;

- 1.19.2. You would reasonably expect, or You have been told, that information of that kind is usually passed to those individuals, bodies or agencies;
 - 1.19.3. it is otherwise required or authorised by law;
 - 1.19.4. it will prevent or lessen a serious and imminent threat to somebody's life or health, or
 - 1.19.5. it is reasonably necessary for the enforcement of the law.
- 1.20. Superscoop Transport may occasionally engage other Australian private sector organisations and, on rare occasions, foreign organisations to provide services on Our behalf, including but not limited to customer surveys, provision of social media services, handling customer support enquiries or processing transactions. Those companies will be permitted to obtain only the Personal Information they need to deliver the service. We take reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of Your Personal Information.
- 1.21. We may use national or overseas facilities to process or back up information and, as a result, may transfer Your Personal Information to national or overseas facilities.

7. Management and security of Personal Information

- 1.22. We will store (or will ensure storage of) Your Personal Information in secure electronic databases. We take all reasonable steps to protect Your Personal Information from misuse, loss, and from unauthorised access, modification or disclosure.
- 1.23. Adam Williams has been appointed Privacy Officer of Superscoop Transport to oversee the management of Personal Information in accordance with this Privacy Policy and the *Privacy Act 1988* (Cth).
- 1.24. Superscoop Transport may retain any Personal Information You provide during the use of Our services, including Your use of the Website and the Portal, including, but not limited to, copies of identification documents, for a minimum period of 12 months after your last interaction with the Website, the Portal or with Us directly. After 12 months, We will delete, or anonymise, on Your request, specific Personal Information from Our servers, files and databases, unless We are required by law to retain that information.

8. Accessing and correcting your Personal Information

- 1.25. You have a right to access Your Personal Information and seek corrections to this information, subject to exceptions allowed by law. If You would like to do so, please let Us know. You may be required to put Your request in writing for security reasons. We reserve the right to charge a reasonable fee for searching for, and providing access to, Your information on a per request basis. No fees are payable for correcting Your Personal Information.

9. Unsubscribing from mailing lists

- 1.26. If You are listed on Our email recipient lists You can opt out at any time by using the 'unsubscribe' options noted in Our emails.

10. Complaints

- 1.27. If You believe that Superscoop Transport has interfered with Your privacy, or breached the Privacy Act 1988 (Cth), please communicate Your complaint in writing to the Privacy Officer at the address below:

Adam Williams – 2 Fargo Way, Welshpool WA 6106 – 08 6262 1552

- 1.28. When the Privacy Officer receives Your complaint, the Privacy Officer will take all necessary steps to investigate and attempt to resolve the privacy complaint in a timely manner.

- 1.29. If Your complaint cannot be resolved, You may lodge a complaint with the Office of the Australian Information Commissioner (**OAIC**). More information about this can be obtained from the OAIC website at www.oaic.gov.au.

11. Further information

- 1.30. For further information in relation to this Privacy Policy do not hesitate to contact the Privacy Officer at the address below:

Adam Williams – 2 Fargo Way, Welshpool WA 6106 – 08 6262 1552

12. Definitions

- 1.31. In this Privacy Policy, the following words have the meanings set out below:

Personal Information has the same meaning as defined in the *Privacy Act 1988* (Cth).

Portal means the Superscoop Transport Sales and Operations Portal (if any) accessible from the Website.

Privacy Policy means Our privacy policy available at www.superscoop.net.au, as amended from time to time.

1.32. **Superscoop Transport or We or Us or Our** means Superscoop Transport
ABN 29 155 588 837

Website means the website accessed at www.superscoop.net.au .

You or Your means the person accessing the Website or Portal or communicating with Us directly in person or by email or by telephone.