

Privacy Policy

Parcel Right Pty Ltd ("Parcel Right" / "we" / "us" / "our") is committed to protecting your privacy. We comply with the Australian Privacy Principles (APPs) and the Privacy Act 1988 (Cth) ("Privacy Act"). This privacy policy outlines the kind of personal information we collect, how we collect it and the purpose for which we collect, hold and disclose the information. The policy also outlines how you may access your personal information, seek correction and make a complaint.

We collect personal information in order to provide our products and services, including to distribute products or deliver parcels or to provide a platform for the facilitation of bookings for delivery of products and/or parcels ("Services") and to provide you with the best possible service.

What is personal information?

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable whether the information or opinion is true or not or whether the information or opinion is recorded in material form or not.

Sensitive personal information

Sensitive information includes information or an opinion about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record and health, genetic or biometric information.

Generally we do not collect sensitive information about you. However if we do collect this kind of information it will only be collected with your permission, and we will only use it for the purpose for which you provide it or a purpose directly related to that for which you provided it.

The type of information we collect

Parcel Right only collects personal information about its clients, customers, suppliers, employees and sub-contractors, third parties such as the senders or recipients of products or parcels that it picks up from or delivers to on behalf of its clients, customers or suppliers, and others with whom it deals where it is necessary for our business functions or activities. We may collect information such as names, addresses, email addresses, telephone numbers, date of birth, employment and financial information, and information about the type of products purchased by customers or the type of products or other goods to be distributed or delivered by us.

Where Parcel Right collects personal information of its employees, additional requirements may apply, you should consult your manager for further information.

How we collect your personal information

Generally, we collect personal information directly from you.

We also collect personal information from third party companies ("our clients"). Our clients place requests with us to pick up and deliver parcels or distribute certain products to their customers and our clients provide us with their customers' names, addresses, email addresses, telephone numbers and instructions on the particular products to be sent to their individual customers.



We collect personal information from our clients in order to forward products to their individual customers based on the delivery and distribution instructions from the client. Due to the nature of our Services, it is often impractical for us to collect this information directly from you such as when your information is provided to us by our clients.

If you do not wish to have products delivered to you by Parcel Right, you should contact the responsible third party client directly to be removed from the mailing list they have provided to us, however if you are not aware of the contact details of the relevant organisation please follow our complaints procedure below and a member of our staff will assist you.

For what purpose do we collect, hold, use your personal information?

Parcel Right collects, holds, uses and discloses your personal information when it is reasonably necessary for our business purposes and to enable us to provide the Services.

We collect information that is necessary for the establishment and maintenance of records for our employees, clients, suppliers, sub-contractors, and others with whom we conduct our business in order for Parcel Right to work effectively with them and to provide the Services in accordance with our client's instructions (the "Main Purposes").

We may also collect, hold, use and disclose your personal information to perform any of our other functions and activities relating to our business and to comply with our legal obligations under Australian Law.

For what purpose do we disclose your personal information?

Parcel Right will only disclose your personal information, and you consent to us doing so for the Main Purposes and any purpose related to the Main Purposes that could be reasonably anticipated at the time that your personal information was collected ("Secondary Purposes").

Secondary Purposes may include sending you or the client direct marketing about our Services, deals and promotions; managing our relationship with you; or improving our Services.

We rely on third parties service providers such as cloud service, software, website or platform providers, and mail-houses such as Australia Post, Aramex, New Zealand Post and Singapore Post to deliver our products, and your personal information may be provided to such third parties service providers to enable them to perform their agreed services. Our third parties service providers are subject to strict controls that protect personal information from unauthorised use or disclosure, and we limit disclosure of and their access to your personal information to the extent necessary to perform their services.

We may also disclose personal information to third parties involved in a prospective or actual transfer of our assets or business and to our professional advisors.

We will not disclose your personal information for any purpose other than as described in this Privacy Policy unless such disclosure is required to comply with Australian law or you provide us with consent to do so.

Does your personal information get transferred outside Australia?

Parcel Right may provide your personal information to Parcel Right's related entities or to other entities outside Australia, such as to our third party cloud service, software, website or platform providers and third-party mail houses who may be located in Canada, New Zealand, Singapore,



the Philippines, the United Kingdom or the United States of America, solely for the purpose of performing one of our functions or activities relating to our business.

Parcel Right maintains effective control of your information at all times, including by ensuring that parties located overseas are subject to strict controls that limit access to and subsequent handling of your information to the extent strictly necessary to perform the relevant function and protect your information from unauthorised use and disclosure.

Parcel Right may be required to disclose your personal information to comply with the law in a country where your parcel is being delivered to.

By providing us with your personal information, you consent to your personal information being used, stored and disclosed overseas.

Are you able to remain anonymous or use a pseudonym?

Individuals are entitled to remain anonymous or use a pseudonym in their dealings with us where practical. However due to the nature of our business in many circumstances it will not be practical to do so. In some instances, if you do not provide us with certain personal information, we may not be able to provide you with the relevant service, product or information. This may have an effect on whether we can begin or continue a relationship with you or you can use or access the full range of our Services.

How do we protect your personal information?

Personal information is mainly held in an electronic database on a secure server within Parcel Right's computer network or in our third party cloud service, software, website or platform service providers' server networks. Access to personal information we hold is restricted to Parcel Right employees only via Parcel Right login details or via an administrator with a digital key. We update our security measures when necessary to ensure the protection of your personal information from misuse, interference, unauthorised access, modification and loss wherever possible.

Our clients only have access to the data they have provided when logging onto our website.

How do we deal with unsolicited personal information?

If we receive information from third parties that we have not actively sought to obtain and which could not lawfully be collected if it was solicited, we will take steps to destroy or de-identify the information.

How to access and correct your personal information?

We take reasonable steps to ensure that personal information we hold is accurate, complete and up to date.

However, we rely on our third party clients to provide us with accurate information to allow us to correctly distribute products or deliver parcels. If we believe such personal information is incorrect, (for example where products cannot be delivered to a person's address as they no longer live there), we notify our clients and request they seek an update of the information.

Please let us know if you believe there are any errors in your personal information and keep us up to date with changes to your personal information either directly or through our clients and we will take reasonable steps to correct the information.



If you would like to request access to your personal information or request an update to your personal information directly with us please email info@daigroup.com. Please be aware that we will need to confirm your identity before giving you access to any information.

We are not required to provide you with access to your personal information where access would pose serious threat to life, health or safety, it would have an unreasonable impact on the privacy of others, where a request is frivolous or vexatious, it relates to anticipated legal proceedings, it would prejudice negotiations, or it is unlawful.

If we refuse to provide you access to or refuse to correct your personal information, we will set out the reasons for the refusal in writing and advise you of the mechanisms available to make a complaint.

If we have disclosed incorrect personal information to another entity you may submit a request to have disclosure of a correction to that entity. You may also request we associate the information with a statement saying the information is inaccurate.

We will respond to a request for access and correction within a reasonable period of time and, in most cases, will not charge you to correct your information. However, in some circumstances, reasonable costs may be charged to you in accessing your information in accordance with and subject to the Privacy Act or any other relevant law.

How to contact us to make a privacy complaint

We recognise that your personal information is important to you, so please let us know if you have any questions or concerns about this policy or our practices.

You can get in touch with us by:

Email: contact@parcelright.com.au

Mail: Complaints Manager, 17 Capital Court, Braeside, VIC 3195

Calling: (03) 8586 1200

To find out more about our complaints handling policy please see our complaints policy manual on either of the websites listed below. For more information about privacy issues in Australia and protecting your privacy, please visit the OAIC website at www.oaic.gov.au.

Direct Marketing and your privacy

We may contact you to provide you with information about other products and services offered by us.

We will make sure that any marketing material sent to you will clearly set out how you can opt out if you do not wish to receive the marketing material from us, you can also contact us at any time to let us know by:-

Email: contact@parcelright.com.au

Mail: Complaints Manager, 17 Capital Court, Braeside, VIC 3195

Calling: (03) 8586 1200



If you request not to receive marketing material, please note we will still contact you in relation to our on-going relationship with you, including where we are providing our Services to you.

What we do with your personal information once it is no longer needed

We dispose of your personal information 6 months from the date the information is no longer required for use or disclosure by Parcel Right.

How to access our policy

To access our Privacy Policy visit www.parcelright.com.au

This Privacy Policy will be updated when necessary and we recommend that you review it from time to time to ensure you are aware of any changes.