

PROTECTING PRIVACY

Concept Logistics (Australia) Pty Ltd (“Concept Logistics”) is committed to providing the highest levels of customer service. This includes privacy protection. In regard to this, Concept Logistics is now bound by new sections of the Commonwealth Privacy Act 1988, which set out a number of principles concerning the protection of personal information. Following is the information of which the Commonwealth Privacy Act requires Concept Logistics to make its customers aware. Concept Logistics recommends that customers keep this information for future reference.

Concept Logistics

Concept Logistics provides a range of warehouse and logistics solutions throughout a number of States within Australia and also utilises sub-contracted warehouse services.

Personal information

Personal information held by Concept Logistics may include a customer’s name, address, telephone / mobile phone number, e-mail address, bank account details and ACN and/or ABN.

If a customer chooses not to provide personal information, Concept Logistics may not be able to provide the service or services required, or pay for services provided to Concept Logistics.

How Concept Logistics collects personal information

Concept Logistics collects personal information in a number of ways, including:

- directly from customers either over the phone or in documents that are sent to Concept Logistics;
- from third parties such as customer representatives;
- from publicly available sources of information;
- from the organisations identified below under “ When Concept Logistics discloses personal information”.

How Concept Logistics uses personal information

Personal information may be used in order to:

- provide the services required;
- inform customers when Concept Logistics requires their services;
- pay customers for services that customers have provided to Concept Logistics;
- arrange payment by customers for services that Concept Logistics has provided;
- conduct appropriate checks for credit-worthiness and for fraud;
- maintain and develop Concept Logistics’ systems and infrastructure including testing and upgrading of these systems.

When Concept Logistics discloses personal information

For the reasons above Concept Logistics may at times disclose personal information to organisations outside Concept Logistics. These organisations include:

- Concept Logistics’ professional advisers, including accountants, auditors and legal advisers;
- customer representatives (eg. a customer’s authorised representative or legal adviser);
- government and regulatory authorities and other agencies, as required or authorised by law;
- Concept Logistics related companies.

Help Concept Logistics to ensure it holds accurate information

Concept Logistics takes all reasonable precautions to ensure that the personal information it collects, uses and discloses is accurate and up to date. However, the accuracy of that information depends largely on the information that a customer provides to Concept Logistics. Therefore Concept Logistics recommends that customers:

- let Concept Logistics know if there are any errors in the customer’s personal information; and
- keep Concept Logistics up to date with changes to personal information such as a customer’s name or address.

Customers can access their personal information

Customers have a right to access their personal information. If a customer would like to do so, the customer should notify Concept Logistics. A request in writing may be required for security reasons.

Concept Logistics reserves the right to charge a fee for searching for and providing access to information.

How to contact Concept Logistics

Questions relating to privacy, should be directed to the Privacy Officer tel (03) 8368 5600 between 9.00am and 5.00pm, Monday to Friday. Please note that this number is not for general enquiries.

Alternatively, write to the Concept Logistics Privacy Officer at PO Box 1153, Altona Gate, Victoria, 3025 or e-mail privacy@conceptlogistics.com.au.