

## **Privacy Policy**

### **1. OUR COMMITMENT**

*Customs & Forwarding Services (Australia) Pty Ltd* is committed to protecting your privacy. The statement that follows explains how *Customs & Forwarding Services (Australia) Pty Ltd* collects, uses, discloses and protects this information.

### **2. COLLECTION OF INFORMATION**

We collect and store information that is necessary to offer, provide and improve our services. Information provided is not disclosed to third parties, with the exception of service and benefit providers, acting in confidence, on our behalf.

No personal information is collected when you browse anonymously. Browsing is anonymous until personal information is required to make an enquiry, place a booking, query Track and Trace or to request other information.

Information collected is kept for as long as it is needed to service your account and provide services and products requested by you. When your information is no longer needed for these purposes we will destroy or permanently render anonymous any information held about you.

### **3. USE AND DISCLOSURE OF INFORMATION**

The primary purpose in collecting your information is to fulfil our business commitments to you in providing services and to improve these services to you and other clients of *Customs & Forwarding Services (Australia) Pty Ltd*. We may use the information you provide to help improve the services we deliver to you, measure consumer interest in our services, inform you of other products and services or to comply with requirements under the law.

*Customs & Forwarding Services (Australia) Pty Ltd* does not permit third parties to use information about you other than to perform the services that we have contracted with them to provide. All suppliers, agents and third party companies sign a confidentiality agreement with us before any personal information is disclosed.

*Customs & Forwarding Services (Australia) Pty Ltd* will not, without your consent, disclose personal information for any purpose (a Secondary purpose) other than for the main purpose (Primary purpose) of fulfilling our business commitments to you, except where:

- a. it is required or authorised by law or for purposes of law enforcement and matters directly related to law enforcement or the prevention of unlawful activity;
- b. the Secondary Purpose is related to the primary purpose (or directly related when sensitive information is involved) and there is a reasonable expectation that we would use or disclose the information in the circumstances;
- c. *Customs & Forwarding Services (Australia) Pty Ltd* reasonably believes it is necessary to prevent any serious and imminent threat to any person's life, health or safety or the public's health or safety.

*Customs & Forwarding Services (Australia) Pty Ltd* will not otherwise disclose your personal information to any other party without your consent.

*Customs & Forwarding Services (Australia) Pty Ltd* does not sell personal information to third parties.

### **4. LINKS TO OTHER WEBSITES**

*Customs & Forwarding Services (Australia) Pty Ltd* has links to third party web sites that provide additional services and benefits.

*Customs & Forwarding Services (Australia) Pty Ltd* takes all reasonable steps to ensure that third parties have and enforce an adequate privacy policy. The privacy policy of a third party may be different to ours and we recommend you carefully review any third party's privacy policy before using products and services.

### **5. STORAGE AND SECURITY OF PERSONAL INFORMATION**

*Customs & Forwarding Services (Australia) Pty Ltd* will use all reasonable endeavours to ensure that you only provide personal information in a secure environment and when the information is no longer needed it will be destroyed or permanently render anonymous.

We protect the security of your financial information during transmission by using Secure Sockets Layer (SSL) software, which encrypts information, you input. We operate secure data networks protected by an industry standard firewall and password protection system. We also take care to ensure that we have security measures in place to protect against the loss, misuse, unauthorised access, alteration, modification or disclosure of your user data under our control. Notwithstanding the fact that we take all reasonable steps to protect your personal data including the use of encryption technology, we cannot guarantee the security of any data you disclose on-line. You can help us keep your personal information secure by ensuring that any password you use on our web site is kept strictly confidential, and by logging off when you have finished using a shared computer.

*Customs & Forwarding Services (Australia) Pty Ltd* limits employee access to the servers and databases that store user information. We have taken all reasonable steps to prevent unauthorised access, disclosure, loss, misuse or alteration of data.

You should be aware of the inherent risks associated with the transmission of information via the Internet.

## 6. COOKIES

*Customs & Forwarding Services (Australia) Pty Ltd* may use cookies to personalise and simplify access to our web sites. A cookie is a small data file that is downloaded from our web site and stored in a text file on your hard drive. The information is made up of a string of letters and numbers which uniquely identifies your computer and any user name or password that you may have already registered on our web site. This information is used to authenticate or identify whether you are registered on our web site, without requiring you to re-enter details each time you log on to our web site. *Customs & Forwarding Services (Australia) Pty Ltd* Cookies cannot be used to obtain any other information on you or on your hard drive unless you have already provided such information.

Cookies may also be used to "track" or "follow" your movement through our web site. This will be used to determine which areas of our web site are the most popular so that we can improve user's access to relevant information on our services and make your on-line experience more informative and worthwhile. In particular, our Cookies may collect information such as the server your computer is logged onto, the browser type you are using, the time and date of your visit together with the particular pages you are accessing.

If at any time you do not wish to accept Cookies or wish to delete existing Cookies, you may manually configure your browser to refuse Cookies or you may manually delete existing Cookies from your hard drive (Each browser is different, so check the "Help" menu of your browser to learn how to change your Cookie preferences.)

If you reject all Cookies, you will not be able to use areas of our web site that require you to "sign in," and you may not be able to take full advantage of all offerings. However, many areas within our web site do not require that you accept Cookies.

## 7. ACCESSING AND CHANGING YOUR PERSONAL INFORMATION

*Customs & Forwarding Services (Australia) Pty Ltd* attempts to ensure that all personal information collected and stored is correct and accurate. You are entitled to request reasonable access to the information we hold about you. If you wish to access and/or correct any information held by the *Customs & Forwarding Services (Australia) Pty Ltd* please email [astiles@cusfor.com.au](mailto:astiles@cusfor.com.au) for privacy issues or concerns, or contact our Privacy Officer at:

*Customs & Forwarding Services (Australia) Pty Ltd*  
PO Box 678  
Bulimba QLD 4171

## 8. COMPLAINTS RESOLUTION

*Customs & Forwarding Services (Australia) Pty Ltd* is committed to providing consumers with a fair and responsive system for handling and resolving complaints. You have a right to complain and to have your complaint handled efficiently. We believe that in receiving your complaint, we are provided with a valuable opportunity to improve the services we deliver to you and maintain your confidence in *Customs & Forwarding Services (Australia) Pty Ltd* and our services.

If you have a complaint please send an email to [astiles@cusfor.com.au](mailto:astiles@cusfor.com.au)

We will endeavour to investigate and advise you of the outcome of a complaint within 21 days of receipt of such complaint.

## 9. LIABILITY DISCLAIMER

*Customs & Forwarding Services (Australia) Pty Ltd* will use all reasonable endeavours to protect and keep confidential any personal information in its possession in relation to its Members, subscribers or website visitors. If confidential or personal information is accessed by a third party, whether by negligence or otherwise of *Customs & Forwarding Services (Australia) Pty Ltd* its agents, suppliers, contractors, related bodies corporate, affiliates or associated parties, to the extent permitted by law, *Customs & Forwarding Services (Australia) Pty Ltd* is not liable for any loss, damage, costs, liability or other form of contribution.

We are constantly improving our website and the tools you can use to manage the data that you provide to us. Please refer to this page from time to time to see any new policies about the use of these new features.

## 10. FURTHER INFORMATION ON PRIVACY

Further information may be obtained on privacy issues in Australia by visiting the Australian Federal Privacy Commissioner's web site at <http://www.privacy.gov.au/>.