



TIMG Australia Privacy Policy

1. Overview

At TIMG [The Information Management Group Pty Ltd, TIMG, we, us], we know your privacy is important. That's why this Privacy Policy sets out how and why we handle your personal information and when we are responsible for it.

To make it easier to understand, we've **summarised** our approach in this Overview section, with more detail set out in the following sections. But first, a couple of important **definitions**:

Personal information means any information or an opinion about an individual or information that can be used to identify them. It doesn't need to name you if you are still identifiable in other ways.

Sensitive information means personal information that includes information or an opinion about an individual's health (mental and physical), racial or ethnic origin, political opinions or associations, religious or philosophical beliefs, trade union membership or associations, sexual orientation or practices, criminal record, genetic and biometric information.

Records means documents, envelopes, files, satchels, cartons and their packaging and any other material that TIMG receives from a customer in connection with the delivery of our services.

- We do not know what may be contained in our customer's Records, including whether or not they contain personal information. As such, this Privacy Policy only applies to the personal information that we control and are responsible for – like the information we collect when you interact with us. It doesn't apply where we **process** your personal information on **behalf of others**, such as where we store, transport, manage, transform or destroy Records containing your personal information on behalf of our customers. Please check their privacy notices/statements to understand how they handle your information.
- We **collect** a range of personal information to provide our services, including your contact details, payment and credit reference information, CCTV footage when you visit our premises and information about your use of our services. We don't typically collect any sensitive information, though we may store or process it on behalf of our customers where it's contained within their Records. Our customers remain responsible for properly collecting and handling that information at all times.
- We **use your information** so we can open an account for you, enable you to buy our products and services, keep staff and visitors safe, communicate with you, understand how to improve our websites and otherwise to help run and improve our business.
- We mostly collect personal information **directly from you** when you interact with us. You don't have to give us all the information we ask for, but that might mean you're not able to access our full range of products and services.
- **Protecting information** goes to the heart of our business, so we make sure your personal information is safe and secure and we delete it once we no longer need it for a valid business purpose.

- **We share your information** with credit reference agencies [where credit checking is necessary], and in limited circumstances with other members of the Freightways Group. We share personal information with our IT and professional service providers who help us run our business, but typically they only process this information on our behalf and do not use or disclose it for their own purposes.
- **You have rights** to request access to your personal information and for it to be corrected. You can contact us at privacy@timg.com to exercise those rights and with any concerns.

2. Scope

Where we are a data controller: This Privacy Policy applies where we **are responsible** for your personal information and decide why and how personal information is collected and used.

- For example, where we collect your personal information when you open an account with us, interact with us directly or as a representative of a customer, purchase our products, visit us in person or interact with us online.

Where we are a data processor / service provider: This Privacy Policy does **not** apply where we only store or process your personal information on **behalf of our customers** as a service provider and in accordance with their instructions.

- For example, where we provide document and data transformation services or information storage, management and destruction services to our customers, we have no visibility or knowledge of what is in their Records, including whether they include any personal information. Where our customers' Records do include personal information, we only handle that information on behalf of our customers and in accordance with their instructions. We don't control that information and we don't use or disclose it for our own purposes.

This means our customers remain responsible under applicable privacy laws [e.g. the Privacy Act 1988 (*Cth*) and/or the EU General Data Protection Regulation or GDPR] for any personal information that may be in the materials we store, manage, digitise and protect on their behalf. Please refer to their privacy notices or statements to understand how they handle your personal information.

If you want to exercise any of your privacy rights in relation to their processing of your information, you will need to direct your enquiries to the relevant organisation.

Please also note that this Privacy Policy should be read in conjunction with the [TIMG Terms & Conditions](#), any agreement you or your organisation already has in place with us and any terms and conditions applicable to the provision of specific services.

3. What personal information do we collect and why?

We collect the following types of personal information for the following reasons.

To open an account with us:

- We need your contact details, physical and postal addresses and telephone numbers so we can open an account for you, including when you purchase items from our online shop.
- Where you're opening an account on behalf of an organisation (like your employer), we'll also need the full legal name of the organisation, details of what type of entity it is and the nature of its business. We will allocate a specific client identification number to enterprise customers to make it easier to identify them. You may also be asked to generate online and telephone passwords for certain services where you are a representative of an enterprise customer.
- We may also request contact details of those within a customer organisation with a key role in the service relationship, such as directors, key service users and accounts payable contacts.

To purchase and pay for our products and services:

- We need your (or your organisation's) bank account details so we can process your orders, obtain payment and, where necessary, recover any debt owed to us.
- We use a third-party payments processor to process debit and credit card payments and do not hold any card information.

So we can collect and transport our customers records and materials:

- When you use our courier and/or transportation services, we collect your name, email address, phone number, collection address and delivery instructions as well as the receiver's name, contact and delivery address details. That information enables us to arrange the collection, transportation and delivery of the goods to you. Where the sender is a business, these will be the contact details of the business's representative, including their role/job title. We also use this information to maintain our transportation records, investigate, assess and respond to any claims for lost or damaged goods and arrange the collection and return of faulty goods to the sender.
- In some cases, we also facilitate the direct shipment of goods you have purchased from third-party suppliers through us. Where we don't handle those goods ourselves, we collect and share the delivery information you provide (like the receiver's name, delivery address and phone number if required) with those suppliers or their couriers so they can complete the delivery. This information is used solely for arranging delivery and managing related logistics, like tracking, returns and addressing any delivery issues.
- Where you are a receiver of any goods delivered by us, we will collect your contact details to facilitate "authority to leave" arrangements, namely where you authorise us to leave your goods in a safe place. The information we collect will include your name, mobile number and email address. For other deliveries, we will obtain confirmation of receipt of the goods by the receiver, which may include a signature or photograph of the goods that have been delivered.
- We also need details of the quantity, weight and volume of parcels we are delivering on your behalf and a description of the contents so we can comply with the our obligations under applicable laws and our Terms and Conditions.

To keep staff and visitors safe when you visit us:

- We collect your name, phone number, company name, who you are visiting and the date and duration of your visit when you visit our properties. If you are parking on site, we may also collect your car registration number.
- We may also collect CCTV footage of you on our sites.

So we can communicate with you:

- If you call, email or otherwise contact us, we'll collect your contact details, recordings of telephone calls and the contents of email and other written correspondence that you send to us. We use this information to answer your queries and for training and quality assurance purposes.
- We may hold your contact and company details if we have talked to you about providing our services but you've not yet opened an account with us.

To help us understand how to improve our websites and self-service portals:

- To help us understand how people use our website, self-service portals and other online presences [online properties], and to make our content more relevant and useful to you, we collect data from the device you use to access our online properties, including your IP address, operating system and browser details, login information, search terms, screen and device settings [such as the point and scroll settings of your mouse] and time zone settings.
- We also use cookies and other mechanisms to understand which of our web pages you visit, what pages and links you click on, what you search for, what actions you take and the websites you visit before and after visiting our online properties, including the dates and times. You can disable cookies at any time by changing your browser settings but please be aware that this may mean not all of the functions of our online properties will be available to you.
- This information helps us to maintain and develop our online properties, including for troubleshooting, data analysis, testing, research, security, statistical and survey purposes.

To help us run and improve our business:

- We may use personal information to develop and improve our products, services and processes, to understand and connect with our customers and to better understand the effectiveness of our advertising.
- We may use your personal information to help us maintain and develop our business systems, processes and infrastructure, including for research, quality control and staff training purposes.
- We may share your personal information with other members of the Freightways Group of companies to optimise the design and delivery of products and services across the Freightways Group and to contact you about further products and services that we believe are likely to be of interest to you. You can find more information about the Freightways Group [here](#).
- We may need your personal information to meet our various legal obligations, including compliance with applicable health and safety legislation.

- Where necessary, we may need to use personal information to manage and resolve applicable legal or commercial complaints and issues.
- We may also collect and use your personal information for other purposes where you have authorised us to do so or we are permitted, authorised or required to do so by law, including in connection with legal proceedings and/or the prevention, detection or prosecution of crime or fraud.

4. Where do you get my personal information from?

We mostly collect your personal information directly from you in person, in writing, by telephone, email or through our website. We may also need to collect your personal information from third parties where it is unreasonable or impracticable for us to collect that information directly from you.

5. What happens if I don't give you, my information?

You don't have to provide us with all the personal information we request. But if you choose not to share your information, we might not be able to make all our products and services available to you. For example, if you don't give us your contact and collection details, we won't be able to set up an account for you.

6. Direct marketing

We may send you marketing or promotional communications about our products, services or other members of the Freightways Group that we believe may be of interest to you. That includes where you have requested information about our services, subscribed to our marketing communications, completed surveys, entered competitions or signed up for an event or webinar. Sometimes, you might tick a box to let us know you would like to receive these communications and other times we might gather from your interactions and relationship with us that you would like to hear more about our other products and services.

You can opt out or unsubscribe from these marketing communications by clicking on the available "unsubscribe" links in those messages or by emailing us at privacy@timg.com.

7. Who do you share my information with?

We may need to share your personal information with the following suppliers, agents, partners, subcontractors and service providers to help us provide our products and services to you and run our business. These organisations are required to only use this personal information for the purpose of supporting the services that we provide to you and to protect it in accordance with Australian privacy law.

Courier-to-courier services: Where third-party suppliers deliver goods purchased through our website, we share the delivery information you provide (like the receiver's name, delivery address and phone number if required) with those suppliers or their couriers so they can complete the delivery. This information is used

solely for arranging delivery and managing related logistics, like tracking, returns and addressing any delivery issues.

IT and other service providers: Technology service providers that help us to provide our products and services may have access to your personal information. For example, service providers that host or maintain our underlying IT, infrastructure and hosting services, data centres and communications systems, as well as the agents and business partners that enable us to perform our business activities.

Credit reference agencies: We share our customers' credit information, which may include personal information, with credit references agencies for credit checking purposes. They may share that information with other organisations and keep a record of the searches made against the customer's name. For most customers, those will be credit reference details for the organisation rather than an individual and will not involve much, if any, personal information. But if you open a sole trader account, this will involve the sharing of your personal and credit reference information.

Sharing within the Freightways group: As noted in section 3 above [*"What personal information do we collect and why?"*], we may also share your personal information with other entities in the Freightways Group to optimise the design and delivery of our products and services across the group and to identify further products and services that we believe are likely to be of interest to you.

Other disclosures: We may also share your personal information with other third parties where:

- we have your consent, including where you have asked us to do so
- you would reasonably expect us to use or disclose the information for a purpose that relates to the original purpose for which we collected the information
- we are required or authorised to do so by or under an Australian law or court/tribunal order
- a "permitted general situation" exists in relation to the disclosure, such as where we reasonably believe use or disclosure of the information is necessary to reduce or prevent a serious threat to someone's life, health or safety or to public health and safety and it's not practical to get consent
- there is a proposed purchase, sale, restructure or merger of our business or assets. Personal information may need to be disclosed to potential purchasers or advisors as part of the due diligence process, subject always to appropriate confidentiality arrangements.

8. Overseas disclosures

We may need to share your personal information with our related bodies corporate, including the Freightways Group of companies in New Zealand, for the reasons listed above in section 7. When we do this, we will ensure your personal information is managed in a way that is consistent with Australian privacy law and this Privacy Policy.

9. How do we protect your information?

Confidentiality and security go to the heart of our business, so we make sure all material, including your personal information, is held in controlled and secure environments. We use appropriate technical,

organisational and administrative security measures to protect the personal information we hold from loss, misuse, and unauthorised access, modification or disclosure.

10. How long do we keep your information?

We keep your information for as long as we are required to by law and after that for as long as we have a valid reason to retain it. This is a case-by-case determination depending on things like the nature of the data, why it was collected and our legal or operational requirements.

If your personal information is included within our customers' Records, then the customer is solely responsible for determining when that information should be destroyed and we return or destroy any Records in accordance with our customers' instructions.

11. Your rights

You have the right to ask for a copy of any personal information we hold about you and to ask for it to be corrected if you think it's wrong. To make a privacy request, update your information or tell us about any concerns, please email us at privacy@timg.com. We may need to verify your identity before releasing or correcting your personal information so we can make sure it relates to the right person.

We may also need to charge our reasonable costs for providing copies or correcting the requested information. We'll only withhold information for limited reasons and we'll explain why if this happens. We'll make suitable corrections that we can reasonably make, and if we can't make the requested change we'll note this on the relevant personal information.

12. Your concerns

If you have any queries about how we handle your personal information, please email us at privacy@timg.com or write to us at:

The Information Management Group Pty Ltd
Attn: TIMG Privacy Officer
PO Box 21. Strathfield South, NSW 2136, AU

If you have a privacy-related complaint, please email privacy@timg.com in the first instance.

If we can't resolve your privacy concerns to your satisfaction, you can refer the matter to the [Office of the Australian Information Commissioner](#) by:

- calling their Privacy Hotline on 1300 363 992
- writing to:
The Australian Information Commissioner
GPO Box 5288
Sydney NSW 2001

- completing a Privacy Complaint Form on the OAIC website, accessible [here](#).

13. Changes to this Notice

We review this Privacy Policy regularly to ensure it remains accurate and up to date in terms of our operations and legal requirements. We may need to update it from time to time and when we do, we will publish the revised version at www.timg.com. We encourage you to check back frequently for any updates. The latest version and publication date will always be clearly marked. We will endeavour to communicate material changes that are directly relevant to you by email or website notification.

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