



PRO Logistics Australia PTY Ltd

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Australia

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PRO Logistics Australia's Privacy Policy | 2020

Australian Privacy Principles (APP)

We voluntarily adhere to the Australian Privacy Principles (APP) as defined in the Privacy Act 1988.

Anonymity & Pseudonymity

Any person has the right to anonymity and may use a pseudonym when contacting or communicating with us but we may require you to provide personal data in order to carry out services on behalf of a natural person or person employed by a corporate customer.

Personal Data

We define personal data as:

“any information relating to an identified or identifiable natural person (“data subject”); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person”.

We may hold the following data:

- Name
- Surname
- Address
- Telephone Number
- Fax Number
- E-Mail Address
- ID Card *(Scan Copy)*
- Passport *(Scan Copy)*

How do we store your data?

Personal data may be stored in physical and/or electronic form.

Why do we need your personal data?

In order to provide global freight forwarding and logistics services we may require personal data, such as but not limited to names, physical addresses, telephone numbers and e-mail addresses.

How we use your data?

Our privacy policy tells you how PRO Logistics Australia, uses your personal data, in relation to us offering our services for the transportation of consignments, logistics, customs, warehousing and supply chain management in addition to training and consultancy services.

Will PRO Logistics Australia share my data?

We may share personal data with a third party, such as a carrier (i.e. airline) or a partner under contract to PRO Logistics Australia, in the course of dealing with your consignment and consignment documentation, where required by law, in order to provide the service requested.

Will PRO Logistics Australia send my data overseas?

Please note that a third party may also be an “overseas recipient”, in this case any personal data shared will be kept to an absolute minimum and a declaration of consent must be completed and returned to PRO Logistics Australia, before we can proceed in providing any overseas services.

Our declaration will include information on the countries, personal information may be shared with.

An example of the declaration may be requested in advance by sending an e-mail to:

privacy@pro-logistics-australia.com

Under what circumstances will PRO Logistics Australia contact me?

Our aim is not to be intrusive and we undertake not to ask irrelevant or unnecessary questions. The information you provide us with will be subject to our security procedures in order to minimize the risk of unauthorized access or disclosure.



Sales & Marketing

PRO Logistics Australia may use your personal data in relation to sales and marketing, information, company news and/or promotions available. This will normally be done by e-mail but you have the option to “**OPT OUT**” by sending an e-mail to:

privacy@pro-logistics-australia.com

Request Access to Data Held on File

A private individual and/or customer, company employee may contact us to request a report on any personal information which may be held on file by PRO Logistics Australia PTY Ltd, by sending us an e-mail to:

privacy@pro-logistics-australia.com

Request to Delete Personal Data Held on File

A person can request that any personal data held by PRO Logistics Australia, be deleted. In this case the person should make a request by sending us an e-mail to:

privacy@pro-logistics-europe.com

This will be actioned within 30 days from receiving the request and written conformation will be sent, once the task has been completed.

Make a Complaint

If you feel that PRO Logistics Australia has violated your personal right to privacy, please contact us by sending us an e-mail to:

privacy@pro-logistics-australia.com

We will respond to you within 30 days from receipt.

In the case a person feels that PRO Logistics Australia has not provided an adequate response, an additional complaint may be made by:

Post:	Director of Privacy Case Management Office of the Australian Information Commissioner GPO Box 5218 Sydney NSW 2001
E-Mail:	enquiries@oaic.gov.au
Fax:	+61 (0)2 9284 9666
Any complaint should include:	Your Name & Contact Details Relevant Reference Numbers Name of Organization Description of Complaint Any Action Taken by Organization to Address the Complaint A Copy of Organizations Response What Outcome You Expect from the Organization

Generic Data

We recommend using generic data whenever possible i.e. e-mail addresses and limiting the use of surnames to cases where required to do so, by law.