



Privacy Policy

iZoom Transport & Logistics Pty Ltd

ABN: 59 653 378 959

Effective Date: 6th May 2025

1. Our Commitment

iZoom Transport & Logistics Pty Ltd ("we", "our", "us") is committed to protecting your privacy and ensuring that your personal information is handled in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

This Privacy Policy explains how we manage your personal information, including how we collect, use, store, disclose and protect it.

2. What Personal Information We Collect

We may collect and hold personal information that is reasonably necessary for our functions and activities, including:

- Name, postal address, email address, and phone number.
- Date of birth and driver's licence details (for drivers and contractors).
- Vehicle registration and insurance details.
- Business and tax details such as ABN and GST registration.
- Banking and payment information.
- Delivery, consignment, and tracking information.
- Records of communications and interactions with us.
- Website usage data (cookies, analytics).

We do not generally collect **sensitive information** (such as health or biometric data). If it is required, we will only do so with your consent or where permitted by law.

3. How We Collect Personal Information

We may collect your personal information directly from you when you:

- Engage us to provide transport or logistics services.
- Apply to work with us as a contractor or employee.
- Communicate with us by phone, email, website, or in person.
- Use our online systems or digital platforms.

We may also collect information from third parties where it is unreasonable or impractical to collect it from you directly, such as:

- Other logistics providers, freight systems, or booking platforms.
 - Publicly available sources.
 - Government or regulatory authorities.
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4. Why We Collect, Hold, Use and Disclose Personal Information

We collect, hold, use and disclose personal information for the following purposes:

- To provide transport, courier, and freight brokerage services.
- To manage drivers, contractors, and employees.
- To process payments, accounts, and invoices.
- To comply with legal and regulatory obligations.
- To communicate with you about services, accounts, or enquiries.
- To improve our logistics operations and customer experience.
- For marketing (where you have consented or where permitted by law).

If we are unable to collect the personal information we need, we may not be able to provide you with our services or engage you as a contractor.

5. Disclosure of Personal Information

We may disclose your personal information to:

- Our staff, drivers, and contractors as required for service delivery.
- Clients, consignees, and other parties involved in freight movements.

- Service providers who assist us in our business operations (e.g., IT, accounting, payment processing, insurance, compliance).
- Government agencies, regulators, or law enforcement where required or authorised by law.

We do not sell or rent your personal information.

6. Overseas Disclosure

Some of our third-party service providers may store or process data overseas. If this occurs, we will take reasonable steps to ensure that the overseas recipient does not breach the Australian Privacy Principles.

Likely countries where information may be disclosed include:

- Singapore,
 - USA
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7. Storage and Security of Personal Information

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. Measures include:

- Secure electronic systems with password protection.
- Restricted access to authorised personnel only.
- Regular system monitoring and updates.

When personal information is no longer required, we will take reasonable steps to securely destroy or de-identify it.

8. Access to and Correction of Personal Information

You have the right to request access to the personal information we hold about you and to request corrections where the information is inaccurate, incomplete, or outdated.

Requests should be made in writing to our Privacy Officer (see Section 11). We will respond within a reasonable timeframe in accordance with the Privacy Act.

If we refuse your request for access or correction, we will provide written reasons for the refusal and advise how you can lodge a complaint.

9. Cookies and Website Analytics

When you visit our website, we may use cookies and third-party analytics to collect data about usage patterns. This helps us improve site functionality and user experience.

You can disable cookies in your browser settings, although this may affect some website features.

10. Complaints

If you believe we have breached the Australian Privacy Principles, you may make a complaint by contacting our Privacy Officer (see Section 11).

We will investigate your complaint and respond within a reasonable period. If you are not satisfied with our response, you may refer the complaint to the **Office of the Australian Information Commissioner (OAIC)**:

Office of the Australian Information Commissioner (OAIC)
Website: <https://www.oaic.gov.au>
Phone: 1300 363 992

11. Contact Us

If you have any questions, requests, or complaints about this Privacy Policy or the way we handle your personal information, please contact:

Privacy Officer
iZoom Transport & Logistics Pty Ltd
Email: info@izoomtransport.com.au
Phone: 1800 449 666
Address: PO Box 5098, Algester Qld 4115

12. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.