

TNT Australia Pty Limited (trading as TNT Express) and its related bodies corporate in Australia (**TNT, we, our, us**) recognise the importance of protecting the privacy and the rights of individuals in relation to their personal information. This document is our Privacy Policy and it tells you how we collect and manage your personal information.

TNT collects and stores information about every package it handles in order to enable efficient provision of package delivery services demanded by its customers. TNT uses information about its customers, their packages, and their shipping activity to provide or enhance the services it makes available to its customers, communicate with its customers about additional services they may find of value, satisfy our legitimate business interests (including performing trend analysis and market studies), set prices, establish credit, accomplish the billing function, and comply with government regulations.

We respect your rights to privacy under the Privacy Act 1988 (Cth) (Act) and we comply with all of the Act's requirements in respect of the collection, management and disclosure of your personal information.

## What is your personal information?

When used in this privacy policy, the term "personal information" has the meaning given to it in the Act. In general terms, it is any information that can be used to personally identify you. This may include your name, address, telephone number, email address and profession or occupation. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

## What personal information do we collect and hold?

We may collect the following types of personal information:

- Name address and other contact details (including phone number and email address);
- age or birth date;
- profession, occupation or job title;
- details of the services TNT has previously provided to you;
- financial information; and
- any additional information relating to you that you provide to us directly through our websites or indirectly through use of our websites or online presence.

We may collect the following kinds of information and exchange this information with credit reporting bodies and other entities:

- credit liability information;
- repayment history information which is information about whether you meet your repayments on time;
- default and payment information; and
- court proceedings information.

We may exchange this information for the purposes of assessing your application for credit with us.

This information may be held by us in electronic form on our secure servers and may also be held in paper form.

We may use cloud storage to store the information we hold about you.

When we obtain information about you from a credit reporting body, we may also seek publicly available information and information about any serious credit infringement that you may have committed.

## How do we collect your personal information?

We collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect in ways including:

- through your access and use of our website;
- during conversations between you and our representatives (eg via our Call Centre); and/or
- when you complete an account application, consignment note or other TNT documentation.

We may also collect personal information via third parties including:

- where you benefit from our services but you are not our direct customer, for example, where you are the receiver of freight, we will attempt to collect your contact details from the sender (ie our customer) so that we can perform our services and deliver the freight to you. Where we collect your personal information via third parties, we shall attempt to confirm with the third party that they have obtained your consent to our collection of your personal information.
- from third party companies such as credit reporting agencies, law enforcement agencies and other government entities.

## What happens if we can't collect your personal information?

If you do not provide us with the personal information described above, some or all of the following may happen:

- we may not be able to provide the requested services to you, either to the same standard or at all;
- we may not be able to provide you with information about services that you may want, including information about discounts, sales or special promotions; or
- we may be unable to tailor the content of our websites to your preferences and your experience of our websites may not be as enjoyable or useful.

## For what purposes do we collect, hold, use and disclose your personal information?

We collect personal information about you so that we can perform our business activities and functions and to provide best possible quality of customer service.

We will only use personal information for the purpose for

which it was collected or for related purposes as permitted by law.

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

- to provide services to you and to send communications requested by you;
- to answer enquiries and provide information or advice about existing and/or new services;
- to provide you with access to protected areas of our website, including myTNT;
- to assess the performance of our website and to improve the operation of our website;
- to assess your application for credit with TNT;
- to conduct business processing functions including providing personal information to our related bodies corporate, contractors, service providers or other third parties;
- for the administrative, marketing (including direct marketing), planning, and service development business analysis of TNT and its related bodies corporate; and
- to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator.

## To whom may we disclose your information?

We may disclose your personal information to:

- related bodies corporate, contractors or to our other service providers including, without limitation, web hosting providers, IT systems administrators, consultants, advisers,
- suppliers and other third parties with whom we have commercial relationships, for business, marketing, and related purposes;
- any organisation for any authorised purpose with your express consent; and
- credit reporting bodies, such as Dun and Bradstreet and Veda.

Prior to disclosing any of your personal information to another person or organisation, we will take all reasonable steps to satisfy ourselves that:

- (a) the person or organisation has a commitment to protecting your personal information at least equal to our commitment, or
- (b) you have consented to us making the disclosure.

We may use cloud storage to store the personal information we hold about you. The cloud storage and the IT servers may be located outside Australia.

## Notifiable matters

The law requires us to advise you of 'notifiable matters' in relation to how we may use your information with respect to credit reporting bodies. You may request to have these notifiable matters (and this privacy policy) provided to you in an alternative form.

When we exchange your information with credit reporting bodies, we use that information to assess your creditworthiness, assess your application for finance and managing your finance.

If you fail to meet your payment obligations in relation to any finance that we have provided or arranged or you have committed a serious credit infringement then we may disclose this information to a credit reporting body.

Sometimes your information will be used by credit reporting bodies for the purposes of 'pre-screening' credit offers on the request of other credit providers. You can contact the credit reporting body at any time to request that your information is not used in this way.

You may also contact the credit reporting body to advise them that you believe that you may have been a victim of fraud.

## Do we disclose your personal information to anyone outside Australia?

We may disclose personal information to our related bodies corporate and third party suppliers and service providers located overseas for some of the purposes listed above.

We may disclose your personal information to entities located outside of Australia, including the following:

- our related bodies corporate, located predominantly in countries within the European Economic Area, but at times may include countries outside of the European Economic Area; and
- our data hosting and other IT service providers, located predominantly in countries within the European Economic Area, but at times may be in other countries, including countries outside of the European Economic Area.

Some of these countries may not provide the same level of protection for your personal information as Australia and/or the countries in the European Economic Area.

You may obtain more information about these entities by contacting us.

We take reasonable steps to ensure that the overseas recipients of your personal information do not breach the privacy obligations relating to your personal information.

## How can you access and correct your personal information?

We try to ensure that the personal information we hold is accurate, complete and up to date. We may request that you inform us if any of your personal information changes. If you wish to make any changes to your personal information, you may contact the Privacy Contact Officer.

Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it (for example, by mailing or emailing it to you). We may charge you a fee to cover our administrative and other reasonable costs in providing the information to you. We will not charge you for simply making the request and will

not charge you for making any corrections to your personal information.

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it.

## Security and storage

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form. Personal information is destroyed or de-identified when no longer needed.

As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

## Direct marketing materials

We may send you direct marketing communications and information about our products and services that we consider may be of interest to you. These communications may be sent in various forms, including mail, SMS, fax and email, in accordance with applicable marketing laws, such as the Spam Act 2003 (Cth). If you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so. In addition, at any time you may opt-out of receiving marketing communications from us by contacting us or by using opt-out facilities provided in the marketing communications and we will then ensure that your name is removed from our mailing list.

## Log-in Information and Cookies

Our website collects standard internet log information including your IP address, browser type, access times and referring website addresses. This information is provided by your computer during your first visit to our website server. The server records this information in a small data file called a cookie, which is then stored on your hard drive. When you visit our website again the server may use cookies to enable us to:

- to customise our website for you;
- to allocate a unique number to your internet browsers;
- for statistical purposes; and
- for security purposes.

Cookies help us personalise your experience on the Website because it is a tool to help us "remember" who you are. Most browsers are set up to accept cookies. You can reset your browser to refuse all cookies or warn you before accepting cookies.

## Links

Our website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy practices.

We do not provide your personal information to other organisations for the purposes of direct marketing.

## Changes to our privacy policy

We may amend this Privacy Policy from time to time. Any updated versions of this privacy policy will be posted on our website. As the Policy may be amended from time to time, you should review it regularly.

## Contacting us / Complaints

If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please use the contact link on our website or contact our Privacy Officer using the details set out below.

We will treat your requests or complaints confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in a timely and appropriate manner.

Please contact our Privacy Officer at:

**Privacy Officer**  
**TNT Australia Pty Limited**  
**Post: Legal Department, PO Box 371,**  
**Mascot, NSW, 1460.**  
**Email: [privacy@tnt.com.au](mailto:privacy@tnt.com.au)**

If you are dissatisfied with the response of our Privacy Contact Officer you may make a complaint to the Privacy Commissioner which can be contacted via the Office of the Australian Information Commissioner website ([www.oaic.gov.au](http://www.oaic.gov.au)) or on 1300 363 992.