

Palmers Relocations Privacy Policy

It's important to us that you know you can trust us with your personal information.

We take your privacy and security very seriously and as such, we will only ever ask you for the information we need to help you *'move with confidence, move with quality, move with Palmers'*.

Our Privacy Policy is in line with current Australian privacy legislations and covers:

- why Palmers needs your personal information and what type of information we collect
- how we go above and beyond to protect your personal information
- the use, retention and disposal of your personal information
- how to contact us to find out more information and/or raise any concerns you may have about your privacy

1. Why do we need your personal information?

Protecting your personal information is important to us so we will always be clear about why we are collecting it, what we intend to use it for and how we will protect it.

In doing this, you can be confident that Palmers will only ever collect the information necessary to enable us to provide our services to you.

In this policy, personal information is any information that could identify you or be used to establish your identity.

We collect, hold, use and disclose personal information so we can establish, manage and administer the services provided by us, whilst allowing us to comply with legal and regulatory obligations.

We may also use and disclose your information for other purposes related to our services, such as assisting with your questions and complaints, arranging for services to be provided by third parties, including but not limited to overseas partners, enhancing our customer service offering and internal operational procedures, data analytics, auditing and/or training.

What happens if I do not provide information that has been requested?

It's your choice whether to provide your personal information. However, if you don't, we might be unable to fulfil your request for a specific service.

2. What types of personal information do we collect?

We may ask for a range of personal information, limited to what we need, to assist us in providing you with the relevant services you require.

The information we request could include (but is not limited to) your name, address, contact details, employment details and financial details.

How do we collect your personal information?

Most of the personal information we collect will be obtained directly from you. We gather this information either over the phone or via specific service offering forms that you complete and submit to us (in writing and digitally).

In some cases, we might collect your personal information from external sources, such as information provided to us from overseas partners, third-party brokers (such as insurance brokers), shipping lines, freight forwarders and other carriers engaged by you.

We only collect your information from external sources if it is impractical to collect it directly from you, or when we are permitted to do so.

Can you remain anonymous or use a pseudonym when dealing with us?

In most cases it will not be possible for us to assist you with your specific needs if you wish to remain anonymous or use a pseudonym. However, if you decide to do so, it is important to remember that we may only be able to provide you with limited information in regards to our service offerings.

3. How do we protect your personal information?

Regardless of how your personal information is gathered, we take all steps necessary to ensure we use, retain and dispose of your information in a secure manner.

We hold your personal information in a combination of secure computer storage facilities, paper-based files and other formats depending on the service offering provided.

We take a number of steps to protect your personal information from misuse, loss, unauthorised access or disclosure. Such measures include, but are not limited to, staff training and awareness programs, internal policy and procedure reviews, internal and external audit programs.

If we don't need your personal information anymore, we will delete it, destroy or de-identify it.

In the unlikely event of a data breach we have measures in place to manage and respond accordingly, which includes the notification to potentially impacted individuals and data protection authorities globally, where required.

Who do we share your personal information with?

From time to time we may be required to share your personal information with third-party providers in order to facilitate your requested service offerings. Such third-party providers may include, but are not limited to, shipping lines, freight forwarders, service partners, Government and other regulatory bodies.

Do we send personal information to overseas recipients?

Depending on the service offering you have requested, it may be necessary for us to share your personal information with third-party organisations outside of Australia and therefore to countries which may not have the same privacy principles as we do, here in Australia. The information we share will be limited to that which is required to provide the service you have requested, and we will take all reasonable steps to ensure that your personal information is protected by using FIDI accredited agents whenever possible and reasonable to do so.

How do we update your personal information?

We will update your personal information if you contact us requiring further service offerings that require the review and/or update of your personal information.

4. How to contact us regarding privacy?

If you would like further information about anything contained in this policy, ask about accessing or correcting the personal information we hold about you, or to make a privacy related complaint, you can contact our Quality and Risk Management Team by:



1300 363 916



quality@palmersrelocations.com.au



Palmers Relocations – Quality and Risk Management
62-68 Hume Road
Laverton North VIC 3026

How do you find out about the personal information we hold?

You can access the personal information that we hold about you by calling, emailing or writing to us. We will do our best to respond within 30 days and if it's going to take longer, we will get in touch to let you know why and ask for more time.

We reserve the right to charge you for the reasonable costs incurred by us to cover the time we spend locating, compiling and explaining the information you ask for. If there is a charge, we will give you an estimate up front and confirm you wish for us to proceed.

There are some situations where we can refuse or limit your request for access to information, for example where the information is commercially sensitive. If this happens, we will write to you and let you know why.

How can I make a complaint regarding privacy?

If you ever have an issue or complaint in relation to privacy, please contact our Quality and Risk Management team directly via the contact channels listed above.

We take privacy related complaints very seriously and consider all complaints carefully as part of our commitment to you. As such, we will contact you within ten working days of receiving your complaint to let you know what actions we are taking regarding the matter.

5. Privacy on our website

This section of the Privacy Policy is specific to www.palmersrelocations.com.au website:

What are cookies and how do we use them?

Cookies are small pieces of text stored on your computer to help us determine the type of browser and settings you are using, where you have been on our website, when you return to our website and to ensure your information is secure.

We use cookies to provide you with an interactive, relevant experience whilst you're on our website. From time to time, we may also use external service providers to track the traffic and usage on our website. Cookies are frequently used on many websites on the internet and you can choose if and how a cookie will be accepted by changing your preferences and options in your browser.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

Links to third party websites

Our website may contain links to external third-party websites that may be of interest to our customers. External websites are required to contain their own privacy statements and as such are not covered by this policy. It is important to note that once you leave our site, we do not have any control over that other website and as such, we cannot be responsible for the protection and privacy of any information which you may provide whilst visiting such sites.

Website analytics

Website analytic measurement software is used to assist us in tracking traffic patterns to and from our website. The system is used to collect such information as the number of unique visitors our site receives, how long these visitors spend on our website and common entry and exit points into and from our website. This non-personal information is collected and aggregated by third party software providers and presented to us to assist in our analysis and ongoing management of our website.

6. Policy updates

This Policy was last reviewed in October 2020.

We will review and update this policy in line with changing regulatory requirements and internal information handling practices that may change from time to time.

We will post the updated policy on our website and as such, encourage you to check our website from time to time to view our current policy, or alternatively contact us for a printed copy.

This policy applies to all entities within the Palmers Group of companies.