Palmers Relocations Privacy Policy
Version 2.0
Effective Date: July 2026

Our Commitment to Privacy

At Palmers Relocations Pty Ltd ("Palmers", "we", "our" or "us"), we understand that moving your home, family or business requires trust. That trust extends beyond your belongings to the personal information you share with us throughout your relocation.

We are committed to handling your personal information responsibly, transparently and in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

This Privacy Policy explains how we collect, use, disclose, store and protect your personal information when you interact with us, use our services or visit our website.

The Information We Collect

The information we collect depends on the services you request and how you interact with us. This may include:

- your name and contact details
- residential, collection and delivery addresses
- employer or corporate relocation information
- details relating to your move or storage requirements
- inventory information
- billing and payment information
- insurance information
- correspondence with us by email, telephone or other communication channels
- information you provide through our website or customer surveys.

For international relocations, we may also collect information required to comply with customs, quarantine or immigration requirements, including passport information, visa information or other government-issued identification where required.

When you visit our website, we may automatically collect certain technical information including your IP address, browser type, device information, pages visited and cookie data.

How We Collect Information

We collect personal information directly from you wherever reasonably practicable.

For example, when you:

- request a quotation
- book our services
- complete an online form

- contact us by phone or email
- visit one of our offices
- participate in a customer survey
- subscribe to marketing communications.

In some circumstances we may also receive information from trusted third parties where reasonably necessary to provide our services.

These may include:

- your employer
- relocation management companies
- overseas relocation partners
- shipping lines
- freight forwarders
- customs brokers
- insurance providers
- government agencies
- service providers authorised by you.

Why We Collect Your Information

We collect personal information to:

- prepare quotations
- arrange and manage relocations
- coordinate storage and transportation services
- arrange customs clearance and international shipping
- arrange insurance where requested
- communicate with you throughout your relocation
- respond to enquiries and customer support requests
- improve our services
- administer our website
- comply with legal and regulatory obligations
- protect our customers, employees and business.

We only collect personal information that is reasonably necessary for these purposes.
If you choose not to provide certain information, we may be unable to provide some or all of our services.

Who We Share Information With

We only disclose personal information where reasonably necessary to provide our services or where required or authorised by law.

Depending on the services you request, we may disclose information to:

- trusted overseas relocation partners

- accredited relocation service providers
- shipping lines and freight forwarders
- customs, border and government authorities
- quarantine authorities
- insurance providers
- storage providers
- payment service providers
- technology and cloud service providers
- professional advisers
- regulatory authorities.

We do **not** sell your personal information to third parties.

Overseas Disclosure

As an international relocation provider, we may disclose personal information to organisations located outside Australia where necessary to deliver the services you have requested.

These organisations may be located in countries whose privacy laws differ from those in Australia.

Where appropriate, we take reasonable steps to ensure overseas recipients handle personal information securely and consistently with applicable privacy obligations. Wherever practicable, we work with trusted and carefully selected relocation partners and accredited service providers.

How We Protect Your Information

We understand that the information you entrust to us is important. Protecting your personal information is a responsibility we take seriously.

We use a combination of physical, administrative and technical safeguards designed to protect personal information from unauthorised access, misuse, interference, loss, modification or disclosure.

Depending on the nature of the information and the services being provided, these safeguards may include:

- secure cloud-based systems
- encryption of sensitive information during transmission and/or storage where appropriate
- controlled access to systems and information
- multi-factor authentication for supported systems
- staff training and awareness
- documented internal policies and procedures
- regular reviews of information security practices.

While no method of transmitting or storing information electronically can ever be guaranteed to be completely secure, we continually review and enhance our security practices to help protect the information entrusted to us.

Responding to Data Security Incidents

Palmers maintains procedures for responding to suspected or actual information security incidents.

Where required by applicable law, including the **Notifiable Data Breaches Scheme** under the Privacy Act 1988 (Cth), we will assess incidents and notify affected individuals and relevant regulatory authorities where required.

How Long We Keep Your Information

We retain personal information only for as long as reasonably necessary to:

- provide our services
- comply with legal obligations
- resolve disputes
- meet taxation and regulatory requirements
- maintain appropriate business records.

When personal information is no longer required, we take reasonable steps to securely destroy, de-identify or archive the information in accordance with applicable laws and our records management practices.

Website, Cookies and Analytics

Our website uses cookies and similar technologies to improve your browsing experience, understand how visitors use our website and assist us in improving our services.

These technologies may collect information including:

- IP address
- browser type
- device information
- pages visited
- referring websites
- session information
- cookie identifiers.

We may also use trusted third-party providers to assist with website analytics, security, functionality and marketing activities.

Most web browsers allow you to manage or disable cookies through your browser settings. Disabling cookies may affect the functionality of some parts of our website.

Our website may contain links to third-party websites. Palmers is not responsible for the privacy practices or content of those websites.

Marketing Communications

Where permitted by law, we may send updates about our services, industry information or other communications that may be of interest.

You may opt out of marketing communications at any time by using the unsubscribe link in our emails or by contacting us directly.

Your Privacy Rights

Subject to applicable law, you may:

- request access to the personal information we hold about you
- request correction of inaccurate, incomplete or out-of-date information
- make a privacy complaint
- withdraw consent where applicable
- opt out of receiving marketing communications.

We may need to verify your identity before processing certain requests.
In limited circumstances, Australian privacy law permits us to refuse access. If this occurs, we will explain the reasons unless prohibited by law.

Privacy Complaints

If you have any questions or concerns about how we have handled your personal information, we encourage you to contact us.

We will acknowledge your complaint, investigate the matter and respond within a reasonable timeframe.

If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC).**

Contact Us

Privacy Officer
Palmers Relocations Pty Ltd
Telephone: **1300 363 916**
Email: **support@palmersrelocations.com.au**
Website: **https://palmersrelocations.com.au**

Postal Address:

PO Box 5326
Chullora NSW 2190
Australia

Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, business practices, technology or legal obligations.
The most current version will always be available on our website. We encourage you to review this Privacy Policy periodically to remain informed about how we protect your personal information.