



ACEIT PRIVACY POLICY

Date: 21 September 2026

1. Who this policy applies to

- 1.1 This policy applies to Aceit Transport Solutions Pty Ltd (ACN 109 953 746) and Aceit Logistics Pty Ltd (ACN 654 038 338). In this policy, we, us and our means each of those companies.
- 1.2 This policy applies to personal information we collect from our customers, from the people who send and receive goods we carry, from guarantors, from job applicants, from subcontractors and their drivers, and from visitors to our website.
- 1.3 We handle personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

2. What personal information we collect

- 2.1 The personal information we collect depends on our dealings with you, and may include:
 - 2.1.1 your name, position, business name, postal and street address, email address and telephone numbers;
 - 2.1.2 the name, address and contact details of the person collecting or receiving goods, and any delivery instructions you give us;
 - 2.1.3 a signature, photograph or other record captured as proof of delivery;
 - 2.1.4 the location and movement data generated by our vehicle tracking, scanning and driver application systems;
 - 2.1.5 payment information, being a record of the payments you make to us. We do not collect or store your credit or debit card details. Card payments are processed by our payment provider, and payments by electronic funds transfer or BPAY are processed by your own bank;
 - 2.1.6 for account customers, financial and credit information, being the information in your account application and the information you give us about your financial position;
 - 2.1.7 for guarantors, your name, residential address, contact details and credit information; and
 - 2.1.8 for visitors to our website, your internet protocol address, device and browser information, and information collected through cookies.
- 2.2 We collect personal information about you from you directly wherever we reasonably can. We also collect it from our customers, from consignors and recipients, from your agents and from publicly available sources.
- 2.3 If you give us personal information about another person, you must make sure that person knows that you have given it to us, and knows how we will handle it.

3. Information we collect about subcontractors and their drivers

- 3.1 We collect personal information about our subcontractors and their drivers when they apply to work with us and while they work with us. The person gives us this information, signs our onboarding form, uploads their own documents through our contractor management system, and arranges their own police check through a link we provide.
- 3.2 The personal information we collect includes:

- 3.2.1 name, date of birth, residential address, email address and telephone numbers;
 - 3.2.2 the name, relationship and telephone number of an emergency contact;
 - 3.2.3 citizenship, residency and work rights information;
 - 3.2.4 Australian Business Number and goods and services tax registration status;
 - 3.2.5 bank account details, so that we can pay for the services performed;
 - 3.2.6 licence, qualification and training records, including driver licence class, dangerous goods licence, load restraint statement of attainment and construction induction card;
 - 3.2.7 vehicle information, including registration, insurance, servicing and mass records;
 - 3.2.8 a declaration about any medical condition that could affect the ability to drive safely;
 - 3.2.9 the result of a national police check; and
 - 3.2.10 a signature, and an acknowledgement that our contractor handbook has been read.
- 3.3 Some of that information is sensitive information under the Privacy Act 1988 (Cth), being health information and criminal record information. We collect sensitive information only with consent, and only where it is reasonably necessary for our functions and activities, including the safe operation of vehicles and our Chain of Responsibility obligations. We use and disclose it only for the purpose for which it was collected, unless the law requires or permits otherwise.
- 3.4 We tell subcontractors and drivers about this policy when they are onboarded. By signing our onboarding form, by uploading a document, or by arranging a police check through the link we provide, a subcontractor or driver consents to us collecting, holding, using and disclosing that information, including any police check result and any medical declaration, for the purposes set out in this policy.
- 3.5 We obtain a national police check when a driver is onboarded, periodically afterwards, and more often where a customer requires it.
- 3.6 We verify identity documents, being a driver licence, passport, birth certificate, citizenship certificate or visa. Once an authorised person has verified a document, that document can no longer be viewed in our systems. We keep a record of the verification only, being the document number and the class of licence or visa.
- 3.7 Some documents are kept in full, being vehicle service reports, certificates of currency, registration verifications, police checks, driving history reports and tare mass tickets. Those documents may contain the name, address or telephone number of the person they concern.

4. Why we collect, hold, use and disclose personal information

- 4.1 We collect, hold, use and disclose personal information in order to:
- 4.1.1 provide our services, including collecting, carrying, tracking and delivering goods;
 - 4.1.2 communicate with you about a consignment, including delivery notifications and enquiries;
 - 4.1.3 assess an application for a credit account, and assess and review creditworthiness;

- 4.1.4 issue invoices, collect payment and recover amounts owing to us;
 - 4.1.5 administer claims under the FreightSafe Warranty and any other claim;
 - 4.1.6 comply with our obligations under the Heavy Vehicle National Law and other laws, including our Chain of Responsibility obligations;
 - 4.1.7 manage our relationship with subcontractors and their drivers;
 - 4.1.8 verify the identity, work rights, licences, qualifications, insurance and vehicle records of subcontractors and their drivers, and satisfy ourselves that they are fit to drive;
 - 4.1.9 improve our services and our website; and
 - 4.1.10 tell you about our services, where you have not asked us to stop.
- 4.2 If you do not give us the personal information we ask for, we may not be able to carry your goods, open an account for you, or deal with a claim.

5. Who we disclose personal information to

- 5.1 We may disclose personal information to:
- 5.1.1 our subcontractors, other carriers and freight forwarders, so that goods can be collected and delivered;
 - 5.1.2 consignors and recipients, so that a delivery can be completed;
 - 5.1.3 FreightSafe, which administers claims under the FreightSafe Warranty for us;
 - 5.1.4 our information technology, telecommunications, tracking, marketing and payment service providers;
 - 5.1.5 debt collection agencies and our lawyers, where we recover a debt;
 - 5.1.6 our insurers and insurance brokers;
 - 5.1.7 our professional advisers; and
 - 5.1.8 a government agency or Regulator, or any other person, where the law requires or authorises it.
- 5.2 We do not sell personal information.
- 5.3 We hold the personal information we collect about customers, consignments, subcontractors and drivers on servers in Australia, and our provider keeps its backups in Australia.
- 5.4 We disclose personal information to recipients outside Australia. Our electronic marketing platform is operated from the United States and holds the contact details of the people who receive our marketing. The analytics and advertising technologies on our website send information about your visit to Google and to Meta. The providers of our accounting system and of our business email and document storage may also handle personal information outside Australia, although the content we store with them is held in Australia. The countries in which overseas recipients are likely to be located are the United States, New Zealand and the Philippines.
- 5.5 Where we disclose personal information to an overseas recipient, we take reasonable steps to ensure that the recipient handles it in accordance with the Australian Privacy Principles.

6. Credit information

- 6.1 We do not currently obtain credit information about you from a credit reporting body, and we do not report information about your account to a credit reporting body. This clause describes what will apply if we begin to do so, and we will update this policy before we begin.
- 6.2 If you apply for a credit account, or you give a guarantee, we may collect credit information about you and disclose it to, and collect it from, credit reporting bodies.
- 6.3 We may use credit information to assess your application, to review your credit limit, to collect overdue payments and to assess a guarantee.
- 6.4 A credit reporting body may include information we give it in reports provided to other credit providers, to help them assess your creditworthiness.
- 6.5 You may ask a credit reporting body not to use your credit information for direct marketing, and, if you believe you have been or are likely to be a victim of fraud, you may ask it not to use or disclose your credit information.

7. Direct marketing

- 7.1 We may use your contact details to tell you about our services and about changes to them. We send this material by email, and we send it no more than twelve (12) times a year.
- 7.2 Every marketing message we send identifies us as the sender and contains a working unsubscribe facility, as the Spam Act 2003 (Cth) requires.
- 7.3 You may ask us to stop at any time, by using the unsubscribe function in the message or by contacting us using the details in clause 11. We will act on your request promptly and at no cost to you.

8. How we hold and protect personal information

- 8.1 We hold personal information in our operations and customer system, in our accounting system, in our contractor management system, in our electronic marketing platform, and in our business email and document storage. Each of those systems is provided to us by a third party service provider.
- 8.2 We take reasonable steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure. Those steps include access controls, staff training and agreements with our service providers. Access to each system is restricted to the people who need it for their role, and only a small number of authorised users can verify identity documents.
- 8.3 We destroy or de-identify personal information when we no longer need it for any purpose for which it may be used or disclosed, unless the law requires us to keep it.
- 8.4 If a data breach occurs that is likely to result in serious harm, we will act in accordance with the notifiable data breaches scheme in the Privacy Act 1988 (Cth).

9. Our website and cookies

- 9.1 Our website uses cookies and similar technologies. Our marketing pages will operate if you refuse cookies. Our online booking portal uses cookies to log you in.
- 9.2 We use Google Analytics to understand how our website is used, and the Meta pixel to measure and target our advertising. Those technologies collect information about your device, your internet protocol address and your activity on our website, and send that information to Google and to Meta,

which may hold and process it outside Australia and may use it to build a profile of you and to show you advertising on their own platforms.

- 9.3 When you first visit our website we ask which of these technologies you accept. You may change your choice at any time using the cookie settings on the website. Our Website Terms of Use explain this in more detail.
- 9.4 You can set your browser to refuse cookies, but parts of our website may not work properly if you do.
- 9.5 Our website may contain links to other websites. We are not responsible for the privacy practices of those websites.

10. Access and correction

- 10.1 You may ask us for access to the personal information we hold about you, and you may ask us to correct it.
- 10.2 Please make your request in writing using the details in clause 11. We may ask you to verify your identity.
- 10.3 We will respond to your request within a reasonable period. We will tell you in writing if we refuse access or correction, and why.
- 10.4 We do not charge for making a request. We may charge a reasonable amount for giving access, and we will tell you the amount before we incur it.

11. Complaints and contact

- 11.1 If you have a question or a complaint about the way we have handled your personal information, please contact our Office Administrator at 21 Holden Street, Hindmarsh SA 5007, by telephone on 1300 731 770, or by email at admin@aceittransport.au. Your enquiry will be escalated within our business where that is necessary.
- 11.2 We will acknowledge your complaint promptly and respond within 30 days.
- 11.3 If you are not satisfied with our response, you may complain to the Office of the Australian Information Commissioner at www.oaic.gov.au, by telephone on 1300 363 992, or at GPO Box 5288, Sydney NSW 2001.

12. Changes to this policy

- 12.1 We may change this policy from time to time. The current version is published on our website and applies from the date it is published.
- 12.2 This policy was last updated on the date shown at the top of it.