



## Privacy Policy

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Keeping your personal information safe and secure is our priority.

If you would like to access your data or provide feedback on how we're using your personal information, please email us at [privacy@ancdelivers.com.au](mailto:privacy@ancdelivers.com.au)

- Fleets Flyers Pty Limited (trading as ANC) and associated companies are committed to protecting your privacy and personal information. We collect, hold, use and disclose personal information to assist us in carrying on our business, including to deliver products and services to you, or for employment or sub-contracting purposes. In this policy we explain how we collect your personal information, how we hold, use and disclose it and what controls you have over it and our use of it.

- This policy is available on our website at [ancdelivers.com.au](http://ancdelivers.com.au).

### Collection of personal information

1. Personal information is information that identifies you or from which you may reasonably be identified.

We collect and handle personal information from our customers (recipients of delivered items), our clients (retailers and ecommerce providers), our employees and our delivery professionals (sub-contractors).

The types of personal information that we collect about customers includes:

- contact details, including personal and business addresses, email addresses and telephone numbers
- details about deliveries of product and services
- details about delivery location to provide a safe delivery service
- photographs of delivery location relevant to proof of delivery/service
- digital information, such as cookies (which are small data files transferred onto devices when a website or apps are accessed), tags and pixels (which 'tag' devices), software versions used, device identifiers (like IP address), location data (where available and not disabled by the user), dates, times, file metadata, referring website/app, data entered, and user activity such as links clicked app installations, app launches.

We will usually collect personal information about customers from our clients, however we may also collect information about customers directly from customers

and from trusted unrelated third parties. The types of information we collect from these companies includes information about customer transactions or other interactions with clients required to provide delivery and associated services.

2. The types of personal information that we collect about employees and Delivery Professionals (sub-contractors) includes:

- name, gender, date of birth and age
- identification information, including driver's licence details
- contact details, including personal and business addresses, email addresses and telephone numbers
- vehicle number plate, registration and other vehicle specific details where relevant
- employer or business details
- financial information including bank and superannuation account details, and tax file numbers where relevant
- limited health information impacting employment or contracting
- details regarding employment history, educational qualifications, and similar information, including Australian residency status

The types of personal information that we collect from our clients includes:

- names and contact details of directors, referees and employees
- information pertaining to director bankruptcy and business failure where relevant

3. The main ways we collect personal information about you are:

- if you purchase or order any product or service from our clients for which ANC is the designated carrier;
- if you call or email our Customer Service contact centre or enter information via ANC's self-service portal
- if you are a supplier or service provider, in connection with the supply of products and services by your business to us;
- if you interact with us via social media platforms;
- if you interact with us via text or email survey;
- if you undertake any of our induction, safety or compliance processes;

- if you are engaged by a third party that we use to provide delivery and associated services to customers.
- if you submit an employment or subcontractor application to us.

4. We may also collect personal information about you from:

- publicly available sources, including from Australian Government agencies (such as the Australian Securities and Investments Commission), state-based roads and transport authorities, internet search platforms and social media platforms;
- any person authorised to act on your behalf or authorised to provide your personal information to us;
- any persons you nominate, if you submit an employment application to us

## **Use and disclosure of personal information**

5. We use and disclose personal information in connection with carrying out our business (primarily to deliver products and services).

We may also use personal information:

- for quality control purposes, including seeking feedback from customers on our performance;
- to undertake data processing, data analysis and matching, market research or trend analysis to better understand our customers' preferences, improve our services and (where you have consented to receiving offers or direct marketing) to offer products or provide services of greater interest to customers or engage in direct marketing.
- in the case of our suppliers or service providers, to manage the provision of products and services to customers;
- to monitor and measure the use of our websites or apps, including web-based referral channels, data entered and user activity such as links clicked;
- to recruit our employees or engage sub-contractors;
- to ensure compliance with relevant regulatory and legislative requirements
- for any other purpose disclosed at the time the relevant personal information is collected; and

6. We work with a number of third parties in carrying on our business and disclose personal information to:

- third parties to facilitate the provision of products and services to customers

- third parties who provide services to us in connection with our business operations, undertaking data monitoring or data analysis and data matching activities, monitoring trends in customer preferences or transactions and the operation and maintenance of our website, as well as our online services or online apps;
- third parties who provide other administrative and operational services to us in connection with our business, including for example customer service, financial institutions, security services providers, IT service providers, customer feedback surveys, payment processors and collectors.
- our professional advisers, where required to enable any such adviser to provide services to us;
- law enforcement agencies, government agencies or other third parties, where required under or authorised by law (for example, to comply with a subpoena, a warrant or other order of a court or legal process);
- other persons advised at the time the relevant personal information is collected.

## **Transfer of information overseas**

7. Some of our service providers are located overseas or store information (including your personal information) that we provide to them overseas. Therefore, personal information may be held overseas. The jurisdictions in which personal information is held include Australia, USA and the Philippines.

We take contractual measures to ensure that our overseas providers comply with Australian privacy requirements.

## **Anonymity**

8. Where practicable you have the option of dealing with us anonymously or by using a pseudonym. However, if you deal with us in this manner, we may not be able to provide all of our products and services to you or interact with you in other ways set out in this policy. For example, we will not be able to deliver products to you if you do not provide us with address details for the delivery.

## **Marketing, advertising and customer insights**

9. As part of our functions and business activities and to promote the services we can provide to you, we may use, and disclose to third parties, personal information that we have collected from you or trusted third parties (including Clients), for the purposes of advertising (including online behavioural advertising and website/app personalisation) and other direct marketing and personalised communications.

10. The third parties we engage to assist us in marketing and advertising may use cookies and other technologies, such as tags and pixels, to obtain information about

your preferences when you access online platforms or websites/apps other than our websites/apps. Your preferences collected in this manner may be disclosed to us. You can manage your preferences in relation to targeted online advertising directly through digital platforms such as Google or Meta.

## **Security and storage**

11. We take reasonable steps to protect the security of personal information we hold, including both paper and electronic records. We have security measures in place to protect personal information under our control from misuse, interference, loss, unauthorised access, modification or disclosure. For example, we seek to ensure that personal information in paper form is held securely and personal information held electronically by or for us is held on secured servers in controlled facilities.

12. No data transmission over the internet can be guaranteed to be secure. As a result, we cannot ensure or warrant the security of any personal information transmitted to us over the internet.

## **Accessing and correcting personal information**

13. You have the right under applicable Australian privacy legislation to request access to, and correction of, personal information about you held by us. Requests should be made as set out under the heading “Contact ANC” below.

14. We may require you to verify your identity at the time you request access to, or correction of, your personal information so that we can ensure your personal information is disclosed only to you.

15. We will respond to any requests for access or correction within a reasonable time, but in any event by no later than 15 days after the date you make the request.

16. If we refuse to provide you with access to the personal information held about you, or if we refuse to correct that information, we will provide reasons for such refusal. If you object to the refusal, you may make a complaint in the manner indicated under the heading “Questions and complaints” below.

## **Questions and complaints**

17. If you have a question or complaint about this policy, our collection of your personal information or the way in which we deal with your personal information, this should be directed to ANC’s Privacy Officer using the contact details set out under the heading “How to contact ANC” below.

18. We will promptly investigate any complaint you make to us and attempt to resolve that complaint. If you are not satisfied with our proposed resolution of your complaint, or if we do not respond to you within 30 days of the date you make the complaint, then you may contact the Office of the Australian Information Commissioner to resolve that

complaint:

**Australia:**

Office of the Australian Information Commissioner

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

Phone: 1300 363 992

## Accessing links

19. Our websites/apps may contain links to other websites/apps. If you access any third party website/app from our website, personal information about you may be collected by that third party website. We are not responsible for ensuring the protection of any of your information collected from any such third party website/app. We encourage you to be aware of this when you leave our website/apps and to read the privacy policies for every third party website/app that you access.

## Contact ANC

20. You can contact us in writing or by email as set out below:

ANC's Privacy Officer

Email: [privacy@ancdelivers.com.au](mailto:privacy@ancdelivers.com.au)

## Changes to this policy

21. We may update this policy from time to time. We may let you know of significant changes to this policy by posting a notification on our website/apps or communicating key changes via email. The current version of this policy is available on our website/apps and was last updated in November 2023.