

Followmont Transport respects and protects your privacy
We only collect and store personal information we need to do business
We comply with the *Privacy Act* and the *Australian Privacy Principles*

Purpose

This document outlines Followmont Transport's Privacy Policy. It should be read with our detailed Privacy Procedure which you can access at www.followmont.com.au/privacy-procedure.

Scope

This Policy covers personal information we collect from customers, contractors and prospective employees. Followmont Transport is committed to complying with the *Privacy Act 1988* (Cth) and the *Australian Privacy Principles*.

What information do we collect and why?

We primarily collect personal information from customers to provide packaging, storage, distribution, general freight and transport services (**services**). We may also use or disclose this information to keep transaction records to assist in future enquiries, enhance customer relationships or assess credit eligibility.

We primarily collect personal information from contractors to help us provide high quality services to our customers. We may also use or disclose this information to conduct checks to ensure you can safely perform services to required standards or for payment purposes. We primarily collect information from prospective employees to assess suitability for employment.

How do we collect personal information?

We usually collect personal information directly from the individual. We may also collect information from contractors, trade references, employers, licence checking entities, drug, alcohol & other medical testers & health screeners, intelligent access programs & vehicle cameras, warranty scheme administrators (FreightWise), insurance providers & brokers and other Followmont Transport group entities. For customers, we will only collect personal information where necessary to provide services to you.

How do we disclose personal information?

We may disclose personal information to contractors, employers, licence checking entities, drug, alcohol & medical testing entities, government bodies (eg Centrelink), other service providers, other entities within the Followmont Transport group, insurance providers & brokers, and to customers (for their compliance purposes). We do not generally disclose personal information to overseas recipients (except our data entry provider in the Philippines and a cloud-based software provider with backup centres in the United States of America).

Applications for credit and credit information

This Policy also applies to information we collect to process and assess credit applications. In addition to collecting credit information directly from you or your trade references, we may also check your credit information with a credit reporting body or disclose it to them.

The credit reporting body may include information we disclose to them in reports to other credit providers to help them assess your credit worthiness. If you fail to meet your payment obligations or commit a serious credit infringement, we may disclose this to the credit reporting body.

You may request that the credit reporting body does not use your information to pre-screen for direct marketing by another credit provider. You may also request that the credit reporting body does not use or disclose credit reporting information about you if you reasonably believe you have been, or are likely to be, a victim of fraud.

Further information

Our Privacy Procedure provides further information about how you can access and seek correction of your personal information, how to complain about a privacy breach and how we handle complaints. Please contact our Privacy Officer (Trent Fuller) on 07 3608 4918 or privacy@followmont.com.au if you have any queries or to make a complaint.

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