

ONTIME HAULERS PTY LTD

PRIVACY & PERSONAL INFORMATION POLICY

2026 EDITION

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Version	2026.1
Effective Date	17 August 2026
Owner	Ontime Haulers Pty Ltd
Approved By	Director / General Manager
Review	At least annually and after material legal, regulatory or operational change

Legal hierarchy: applicable law and mandatory regulator requirements prevail over this policy. Customer-specific requirements and executed agreements must also be followed where applicable.

1. Purpose & Scope

Explain how Ontime Haulers handles personal information of customers, consignees, website users, applicants, workers, contractors, suppliers and visitors.

2. Information

May include contact details, booking/delivery information, account/payment data, POD photographs/signatures, GPS/telematics/camera information and compliance records where necessary.

3. Collection & Use

Collect information by lawful and fair means and use it for service delivery, communications, payments, safety, compliance, security, incident investigation, recruitment and operational improvement.

4. Disclosure

May disclose to subcontractors, customers/consignees, insurers, advisers, technology/payment providers, recovery agents, regulators and authorities where reasonably necessary, authorised or legally required.

5. Security

Use reasonable technical, physical and administrative safeguards; restrict access; protect credentials; report suspected privacy/data-security incidents promptly.

6. Access, Correction, Retention & Complaints

Provide access/correction mechanisms required by applicable law. Retain information only as reasonably necessary for legal, safety, dispute, contractual or legitimate business purposes. Privacy complaints should be directed to Ontime Haulers administration/management and may also be made to the relevant regulator.

7. Legal Framework

Where applicable, this policy operates consistently with the Privacy Act 1988 (Cth), Australian Privacy Principles and current OAIC guidance.