

PRIVACY POLICY

Purpose:

The purpose of this policy is to ensure compliance with the [Privacy Act 1988](#) requiring entities bound by the Australian Privacy Principles (APPs) to have an accessible privacy policy. This policy is found for free at <https://www.2ucouriers.com.au> and should you have, any questions, you can reach out to the office asking for the Safety & Compliance team on (03) 9215 6617.

Scope:

All members associated with 2U Couriers Pty Ltd who provide personal data/information or who handle, come into contact, or use personal information.

Statement & Objective:

As a business, it is inevitable that we require personal information for a number of tasks within the business. These tasks can include, but are not limited to

- Compliance and ensuring legal requirements from a safety perspective to ensure a team member is qualified for the task at hand
- Compliance to ensure a business is correctly insured and compliant within Australian standards
- Compliance from a taxation purpose to comply with the State Revenue Office or Australian Taxation office
- Ensuring the correct payments are made
- Confirmation of a person's identity to ensure an identity is real to reduce a business's exposure to risk.

Information is not held for any other reason other than to serve a purpose to the 2U Couriers Pty Ltd business for safety or compliance with statutory law, or protection of the organisation.

There are items of Personal information that can be of a sensitive nature. Further forms of personal information that may sensitive can include

- racial or ethnic origin; or
- political opinions; or
- membership of a political association; or
- religious beliefs or affiliations; or
- philosophical beliefs; or
- membership of a professional or trade association; or
- membership of a trade union; or
- sexual orientation or practices; or
- criminal record;

To ensure the security of personal information, we use ESET PROTECT Elite security software to prevent viruses and hackers attempting to obtain person information. This internet security software acts as a wall for anyone to enter our database. The actual data is held in a variety of programs that also have their own security and protection of the data held.

Website

Our website “ <https://www.2ucouriers.com.au> ” is owned and operated by 2U Couriers Pty Ltd and is designed to provide information about our products and services. By using our website, you agree to the following terms of use. If you do not agree with these terms of use, please do not use our website.

Use of Website

- a) You must be at least 18 years of age or have parental/guardian consent to use our website.
- b) You may only use our website for lawful purposes and in accordance with these terms of use.
- c) You are responsible for ensuring that your use of our website does not violate any applicable laws, regulations or third-party rights.

Content

- a) All content on our website is provided for general information purposes only and should not be relied upon or used as the sole basis for making decisions without consulting primary, more accurate, more complete, or more timely sources of information.
- b) We reserve the right to modify, remove, or add content to our website at any time without prior notice.
- c) You agree that we shall not be liable for any loss or damage arising from the use of, or reliance on, any content on our website.

Intellectual Property

- a) All content on our website is the property of 2U Couriers Pty Ltd or our licensors and is protected by copyright, trademark, and other intellectual property laws.
- b) You may not use any content on our website without our prior written consent.
- c) You may not modify, publish, transmit, create derivative works from, or sell any content on our website.

Third-Party Websites and Services

- A) Our website may contain links to third-party websites and services that are not owned or controlled by 2U Couriers Pty Ltd.
- B) We do not endorse or assume any responsibility for any third-party websites or services.
- C) You agree that we shall not be liable for any loss or damage arising from your use of any third-party websites or services.

Disclaimer of Warranties

Our website is provided on an “as is” and “as available” basis without any representations or warranties, express or implied. We do not warrant that our website will be uninterrupted, error-free, or free of viruses or other harmful components. We reserve the right to modify or discontinue our website at any time without prior notice.

Limitation of Liability

To the maximum extent permitted by law, we shall not be liable for any direct, indirect, incidental, consequential, special, or exemplary damages, including but not limited to, damages for loss of profits, goodwill, use, data, or other intangible losses arising out of or in connection with your use of our website. b. If you are dissatisfied with any portion of our website or with these terms of use, your sole and exclusive remedy is to discontinue using our website.

Governing Law

- a) These terms of use shall be governed by and construed in accordance with the laws of the State of Victoria, Australia.
- b) Any legal action arising out of or in connection with these terms of use or your use of our website shall be brought in the state or federal courts located in Victoria, Australia.

Changes to Terms of Usage

- a) We reserve the right to modify these terms of use at any time without prior notice.
- b) Your continued use of our website after any modifications to these terms of use shall constitute your acceptance of the modified terms of usage.

Cookies Policy

We use cookies to enhance your browsing experience and to improve our website’s functionality. Cookies are small text files that are stored on your device (computer, tablet, or smartphone) when you visit our website.

We use both session cookies and persistent cookies. Session cookies are temporary and are deleted when you close your browser. Persistent cookies remain on your device until they expire or until you delete them.

We use cookies to:

- Remember your preferences and settings, such as your language preference and your login credentials if you choose to save them.
- Analyse how you use our website so we can improve its functionality and content. We use Google Analytics for this purpose, which is a web analytics service provided by Google Inc. Google Analytics uses cookies to help analyse how users use our website. The information generated by the cookie about your use of our website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of our website, compiling reports on website activity for website operators, and providing other services relating to website

activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. You can opt-out of Google Analytics by installing the Google Analytics opt-out browser add-on.

They also allow Us to collect information such as the recipient's:

- IP address, browser, email client type and other similar details;
- Tracking of Website usage and traffic;
- Reports are available to Us when We send an email to You, so We may collect and review that information.

These cookies **do not read your hard drive** but may be stored on Your hard drive to enable Our Website to recognise You when You return to the same site

You can control the use of cookies on our website through your browser settings. Most browsers allow you to block or delete cookies, although doing so may affect your ability to use some features of our website.

By using our website, you consent to our use of cookies in accordance with this policy. If you do not agree to our use of cookies, you should either disable cookies in your browser settings or refrain from using our website.

XERO is our accounts payable, accounts receivable and payroll system. **XERO** is ISO 27001 certified which is the premier global information security management system (ISMS) standard. Access to **XERO** requires two factor authentication and is managed by internal staff, ensuring no data is transferred without authority. Any data transferred by **XERO** is encrypted when transferred. This may occur between software's for the purpose of payment. Further information about **XERO**'s privacy policy can be found at www.xero.com/au/legal/privacy/ and further information around the security of data can be found at www.xero.com/au/security/

You can access or request your personal data by speaking to the Safety and Compliance team at 2U Couriers Pty Ltd. By using certified forms, or personal login details, updates can be made to your personal details. Please be careful upon requests to change or update any personal information. As a general rule, 2U Couriers Pty Ltd will make a request to confirm your details via phone. If a request is made electronically via an E-Mail, please ensure a valid email address is used. If you are unsure of the request, please contact the accounts team or Safety and compliance team for confirmation.

Private or Personal information will only be accessed by 2U Couriers Pty Ltd staff members who require it for an intended purpose within their role in the business. Accessing data for reasons outside of this will be strictly dealt with and may result in termination of employment.

If you are not happy with this Policy or wish to make a complaint regarding the handling of your personal information, you can raise internally with the Safety and Compliance team. If you don't feel comfortable in doing this, you may go to the Office of the Australian Information Commissioner at <https://www.oaic.gov.au/privacy/privacy-complaints>

DEPUTY is the rostering and HR system used to collect and hold information on both a candidate and customer. The data collected is of a personal nature and can include basic data about a person, along with the terms and conditions of their employment. The data can be requested by Deputy to be uploaded, along with it being provided by Branched People, and automatically through Cookies. The purpose of data collection in deputy is to assist Branched People in its payroll process & verify your identity along with a range of other purposes. Data can be shared with various third parties, however it is not sold, traded or rented to other businesses without a need for it. Deputy uses industry-standard technical and organizational measures to secure the physical and electronic information we store. Further information about Deputy's Privacy policy can be found at the website <https://www.deputy.com/au/terms/privacy-policy>

BULLHORN is our customer relationship management (CRM) system and collects the personal data of both customers and candidates, storing the information for as long as the profile is in the system. The data can be collected by a candidate uploading their resume into a career portal or similar website, otherwise entered by a Branched People team member. The data is of personal nature and should be treated as such. Bullhorn employs reasonable and appropriate security measures to protect against the loss, misuse, and alteration of the personal data it processes. Further information about the Bullhorn privacy policy can be found at <https://www.bullhorn.com/au/privacy/> or by contacting privacy@bullhorn.com.

Data Retention:

The data is retained for as long as is necessary within our business or as stipulated by government legislation. After the data is no longer required it will be securely deleted

Review:

Management will continue to review this policy and provide adjustments to ensure the policy remains relevant and applicable to all stakeholders within the 2U Couriers business.



Craig Bridle

Safety and Compliance Manager

Dated: 14th May 2024