



Privacy Policy – Truckn Send It

Effective as of 18/09/2025

Truckn Send It is committed to protecting your privacy in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

This Privacy Policy outlines how we collect, use, disclose, and manage your personal information when you use our website or the Truckn Send It mobile application (the *Truckn Send It App*), or otherwise engage with us.

By accessing our website or using the Truckn Send It App, you acknowledge that you have read and understood this Privacy Policy and you consent to the handling of your personal information in accordance with this Policy.

1. Collection of Personal Information

Types of Personal Information We Collect

‘Personal information’ is defined under the Privacy Act as information or an opinion about an identified individual, or an individual who is reasonably identifiable. The types of personal information we may collect include:

- Full name
- Mailing address
- Email address
- Contact phone number
- Username and password
- Financial details, including credit card information and billing address
- Any other information you provide to us directly

How We Collect Personal Information

We may collect personal information in a variety of ways, including but not limited to:

- When you create an account or register via our website or app
- When you communicate with us by phone, email or through our digital platforms
- When you make a purchase or enter payment details
- When you respond to our communications or provide feedback

Providing your personal information is voluntary. However, if you choose not to provide certain details, we may not be able to provide you with access to some products or services.

Automatic Collection of Information

When you access our website or use the Truckn Send It App, we may automatically collect technical and usage data, including:

- IP address
- Browser type and version
- Operating system and device information
- Access times and referring website addresses
- Website navigation and interaction data (e.g., pages viewed, links clicked)

We use cookies and similar technologies to enhance your user experience and assist in delivering our services. Cookies may collect personal information such as session identifiers, login details, and your browsing history on our site.

You may adjust your browser settings to disable cookies; however, this may limit your use of certain features of our services.

2. Use and Disclosure of Personal Information

We only use or disclose your personal information for purposes that are reasonably necessary for, or directly related to, our functions and activities. These purposes include:

- Providing you with access to our services, products, and marketplace
- Facilitating secure transactions and verifying your identity
- Communicating with you, including sending updates or service-related notifications via SMS or email
- Responding to enquiries and providing customer support
- Developing and improving our services, website, and app through research and analysis
- Customising user experience and content delivery

We will not sell or rent your personal information to third parties for marketing purposes.

We may disclose your personal information to:

- Third-party service providers who assist us in operating our business (e.g., payment processors, IT service providers), subject to appropriate privacy and confidentiality obligations
 - Legal or regulatory authorities where required or authorised by law
 - Other third parties where you have expressly or impliedly consented to the disclosure
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3. Overseas Disclosure

Your personal information may be disclosed to overseas recipients, including our affiliated entities or service providers located outside Australia. Where this occurs, we take reasonable steps to ensure that the overseas recipients comply with the APPs or are subject to laws that offer substantially similar protection.

4. Direct Communications and Marketing

By registering with us, you consent to receive transactional and security-related communications via SMS or email. These may include identity verification messages, safety alerts, and notifications regarding activity on your account.

You will not receive unsolicited marketing communications from third parties via us. You can opt out of non-essential communications at any time by following the unsubscribe instructions provided in our messages.

5. Security and Data Integrity

We take reasonable steps to ensure your personal information is protected from misuse, interference, loss, and unauthorised access, modification, or disclosure. These steps include secure server systems, encryption protocols, and internal access controls.

6. Access to and Correction of Your Personal Information

You have the right to request access to the personal information we hold about you and to request its correction if it is inaccurate, incomplete, or out of date.

Requests can be made by contacting our Privacy Officer using the details provided below. We may require you to verify your identity before fulfilling such a request.

7. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our legal obligations or data handling practices. The most recent version will always be available on our website. We encourage you to review it periodically.

8. Contact Us

If you have any questions, concerns, or complaints about how we handle your personal information, please contact:

Privacy Officer – Truckn Send It

PO Box 502, Dublin SA 5501

Email: info@trucknsendit.com

Phone: 1300 380 700

We will respond to your query within a reasonable period and aim to resolve any complaint promptly and fairly.