



Privacy Policy

Walkers Moving & Storage Pty Ltd
(ABN 70 010 176 002)

1. **Our commitment to your privacy**

- 1.1 We know that the privacy of individuals, in particular, our customers and clients, is of utmost importance. This is why Walkers Moving & Storage Pty Ltd ("Walkers Moving & Storage") adheres to the *Privacy (incorporating the Private Sector amendments) Act 1988* (the "Act").
- 1.2 This Privacy Policy sets out the manner in which we manage personal information across the Walkers Moving & Storage businesses operating in Australia.

2. **Types of personal information we collect**

- 2.1 When dealing with you as a customer or client we generally will collect your name, address, telephone number and other contact details at uplift, delivery and or whilst your goods are in store or in transit.
- 2.2 Depending on the type of account or service you require us to provide, we may (among other things) also collect and update your personal information necessary to book a removal survey, or move, or carton collection, or when applying for an account or storage account we obtain payment details, such as credit card type, card member name, number and expiry, employment details, and in the event of an account application for removal or storage other information about your credit worthiness and credit history.
- 2.3 We also record information about the status of your account and the transactions you make or wish to make on your account i.e. storage and moving services. We generally do not collect sensitive information (information relating to ethnic origin, religious or philosophical beliefs, membership of a political or trade association, sexual preferences or health). If we need this information to provide you with our service we will collect it with your consent.

3. **Why we collect personal information**

- 3.1 Generally, we collect, update and use personal information about you to carry on our service delivery to you and or business, including:
 - (1) to conduct your removal survey and quotation i.e. obtain your uplift, delivery address and phone contacts and information, and list the items to be move packed or stored for the purpose of calculating a quotation on your behalf;
 - (2) to process your removal and or storage booking;
 - (3) to process your application for account-based services or facilities (including to check your identity and obtain credit reports and assess your credit

worthiness) and to establish and manage your account or investment, and carry out transactions you wish to make;

- (4) to provide requested services to you, and bill you for our services and collect overdue payments;
- (5) for our research and development of new products and services;
- (6) for training, quality control and verification purposes (including monitoring and recording your telephone conversations with us from time to time);
- (7) to communicate our, a related company's or a third party's marketing offers to you - when making the offer we will let you know how you may stop receiving any further marketing offers. Where another organisation outside of Walkers Moving & Storage and its related companies is involved in the offer, we do not give information about you to that organisation; and
- (8) to meet our legal obligations.

4. How we collect information

4.1 Generally, we collect personal information directly from you, such as:

- (1) when you apply for, or request a service;
- (2) when you participate in surveys; and
- (3) in response to our advertising or direct mail or when you have other dealings with us.

4.2 We may collect personal information over the telephone or internet, in person (when you visit us at a Walkers Moving & Storage office or through an agent) and or when you write or email us.

4.3 We may also collect personal information through third parties, namely, for the purposes of direct mail via publicly available sources of information. Please note, if you do not wish to receive any direct mail material from us, please advise our Privacy Officer (as set out below). We will ensure that we meet your request in this regard.

5. How we store information

5.1 We store personal information in a combination of secure computer storage facilities and paper based files and other records. We have taken a number of steps to protect the personal information we hold from misuse, loss and unauthorised access, modification or disclosure.

5.2 We use generally accepted technology and security so that we are satisfied that your information is transmitted safely to us through the internet or other electronic means. We will take reasonable steps to securely destroy or permanently de-identify personal information when we no longer need it.

6. When we may disclose your personal information

6.1 We may chose to disclose personal information about you in the following circumstances:

- (1) where we have contracted an external organisation to provide you or us with subcontracted services. This may include but is removals and storage and or carton deliveries or collections. These service providers may be within or outside Australia in the event you are moving internationally;
- (2) to comply with our legal obligations (we notify you any time we are required to produce information in this way unless we are prohibited by court order or law or there is suspicion of fraud and/or criminal activity); and
- (3) where we suspect that unlawful activity has been or may be engaged in and the personal information is a necessary part of our investigation or reporting of the matter.

6.2 We use our best endeavours to impose requirements of security and confidentiality on all third parties as to how they handle personal information. We provide our outside contractors only with information they need to perform their services - they are not permitted to use the information for any purpose except to provide the service to us.

6.3 The Act also regulates the information we exchange with credit reporting agencies; and we will only disclose personal information about you with your consent in the following circumstances:

- (1) where organisations co-operate with us in offering products and services such as branches, agents or subcontractors (we will notify you of that disclosure and obtain your consent on the application form); and
- (2) to anyone else you authorise us to disclose information to, from time to time.

7. Keeping us up-to-date

7.1 We will take reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up-to-date. If your personal details change, such as your telephone number or billing address, please contact our Privacy officer so that we can continue to efficiently provide you with our services.

8. You can access your personal information

8.1 Following a request, we will provide you with a copy of personal information which we hold about you in accordance with our obligations under the Act. We may charge a fee for retrieving this information (we will inform you of the fee before providing the information).

8.2 Please note that there are some circumstances set out in the Act where we may refuse your request. We will promptly acknowledge and investigate any complaints about the way we manage personal information.

9. **About this Privacy Policy Statement**

9.1 We may update our policies and this Privacy Policy Statement from time to time. The latest version is published on our website at www.walkmove.com.au/privacy and is available in print at Walkers Moving & Storage offices, or by contacting us using the details below.

10. **Disclaimer**

10.1 Walkers Moving & Storage may change this Privacy Policy from time to time. Although Walkers Moving & Storage intends to observe this Privacy Policy at all times, it is not legally binding on Walkers Moving & Storage in any way. From time to time Walkers Moving & Storage may regard it as necessary or desirable to act outside the policy.

10.2 Walkers Moving & Storage may do so, subject only to any other rights which may be held as a partner, employee or otherwise, and any statutory rights staff have under the Act or other applicable legislation.

11. **Contacting us**

11.1 If you have any questions about our Privacy Policy, or if you wish to update or access the information we hold about you, or if you wish to make a related complaint or to receive a copy of our most current Privacy Policy, please telephone us on:

Phone 1800 630 077 and ask for the Privacy Officer or write to us at:
**The Privacy Officer, Walkers Moving & Storage,
PO BOX 746 ARCHERFIELD QLD 4108**