



PO Box 112,
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www.oscl.com.au

Privacy Policy

OneSource Customs & Logistics Pty Ltd ("OneSource Customs & Logistics," "we," "our," or "us") is committed to protecting your privacy and ensuring the security of your personal information. This policy outlines our ongoing obligations to you and provides details on how we manage, collect, use, disclose, store, secure, and dispose of your Personal Information in accordance with the latest standards.

We adhere to the Australian Privacy Principles (APPs) as set out in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we handle your Personal Information. You may obtain a copy of the Australian Privacy Principles from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au.

What is Personal Information, and why do we collect it?

Personal Information refers to any information or opinion that can identify an individual. Examples of Personal Information we collect include names, addresses, email addresses, phone numbers, and identification details. We collect this information through various means, including interviews, correspondence, telephone and facsimile communications, emails, our websites www.oscl.com.au or www.onesourcecustomslogistics.com.au, your website, media and publications, publicly available sources, website cookies, and third parties. However, we do not guarantee the policies or website links of authorized third parties.

We collect your Personal Information for the primary purpose of providing our services to you, offering information to our clients, and conducting marketing activities. In certain cases, we may also use your Personal Information for secondary purposes closely related to the primary purpose, where you would reasonably expect such use or disclosure. If you wish to unsubscribe from our mailing/marketing lists, you can contact us in writing, and we will promptly remove you.



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When we collect Personal Information, we will explain to you why we are collecting it and how we plan to use it, whenever appropriate and possible.

Sensitive Information:

Sensitive information, as defined in the Privacy Act, includes information or opinions about an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record, or health information.

We will only use sensitive information in the following circumstances:

For the primary purpose for which it was obtained.

For a secondary purpose directly related to the primary purpose.

With your explicit consent or as required or authorized by law.

Third Parties:

We strive to collect your Personal Information directly from you. However, there may be circumstances where we receive information from third parties. In such cases, we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information:

We may disclose your Personal Information in the following circumstances:

With your consent to third parties.

Where required or authorized by law.



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Security of Personal Information:

We take reasonable steps to store your Personal Information in a manner that protects it from misuse, loss, unauthorized access, modification, or disclosure. When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify it. However, please note that most Personal Information is stored in client files, which we retain for a minimum of 5 years.

Access to your Personal Information:

You have the right to access the Personal Information we hold about you and request updates or corrections, subject to certain exceptions. To access your Personal Information, please contact us in writing. While we do not charge a fee for access requests, we may charge an administrative fee for providing a copy of your Personal Information. To protect your privacy, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information:

We endeavor to ensure that your Personal Information is accurate, complete, and up-to-date. We will take reasonable steps to verify and update your Personal Information as necessary. If you find that the information we hold about you is not up to date or inaccurate, please inform us as soon as practicable so that we can rectify any errors and continue to provide quality services to you.

Policy Updates:

This Privacy Policy may change from time to time, reflecting changes in applicable laws, regulations, or our business practices. The most current version of our Privacy Policy is available on our website.



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Privacy Policy Complaints and Enquiries:

If you have any questions, concerns, or complaints about our Privacy Policy or how we handle your Personal Information, please contact us. We take privacy matters seriously and will endeavor to address your inquiries promptly and appropriately.

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