Version	Date of issue	Approved by	Review date
1.3	10/8/2025	CEO & Directors	10/8/2027

PRIVACY POLICY

M3 Logistics Pty Ltd (ABN 89 103 305 086)

1. Purpose and scope

M3 Logistics Pty Ltd (“M3”, “we”, “us”) provides warehousing, fulfilment, distribution and transport services for big and bulky goods across Australia. This policy explains how we collect, hold, use and disclose personal information, and how people can access or correct their information or make a complaint.

M3 is bound by the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). This policy applies to personal information handled by M3 in the course of its business, including information we handle on behalf of our clients.

M3 is part of the GIF Group, which includes Get it Fast and OneTracker Technologies. Where personal information is shared within the group, it is handled in line with this policy.

2. What personal information we collect

The kinds of personal information we collect depend on how a person deals with us. They include:

Who	Information we may collect
Consignees and end customers of our clients	Name, delivery and collection address, phone number, email address, delivery instructions, order and consignment details, proof of delivery (signature, photographs of goods at delivery or collection), and identity details checked at customer collection
Client and supplier contacts	Name, position, organisation, business contact details, and records of our dealings
Drivers, subcontractors and contractor staff	Name, contact details, driver licence and licence class, driving and work history, vehicle and insurance details, induction and training records, work diary and fatigue records, and the results of any background, driving record and medical checks where required for the role
Job applicants and workers	Name, contact details, résumé, qualifications, licences (such as High Risk Work Licences), referee details, right-to-work information and, with consent, the results of pre-employment checks
Site visitors	Name, organisation, time of entry and exit, induction records, and images captured by CCTV
Website and system users	Login details, user activity and technical information such as IP address,

Who	Information we may collect
	browser type and pages visited

Sensitive information. We collect sensitive information – such as health information, or criminal history from a police check – only where it is reasonably necessary for a role or for safety and regulatory obligations (for example, heavy vehicle and Chain of Responsibility duties), and only with the person's consent or where required or authorised by law.

Employee records. Under the Privacy Act, the handling of employee records by an employer is exempt from the APPs where it relates directly to the employment relationship. We nonetheless handle employee records securely and confidentially.

3. How we collect personal information

We collect personal information directly from the person where it is reasonable and practicable to do so – for example, at delivery or collection, through an application form, at site induction or when someone contacts us.

We also collect personal information from third parties, most commonly from our clients (for example, the delivery details of their customers so we can store, pick and deliver their orders), from recruitment agencies and labour hire providers, from referees, and from background check providers with the person's consent. Where we receive information from a client, the client is generally responsible for telling its customers that their details will be shared with a logistics provider.

Our sites operate CCTV for security and safety. Signage is displayed at our sites.

4. Why we collect, use and disclose personal information

We collect, use and disclose personal information to:

- provide our warehousing, fulfilment, delivery, collection and returns services, including contacting people about deliveries and recording proof of delivery;
- manage our relationships with clients, suppliers, carriers and subcontractors;
- meet our work health and safety, heavy vehicle (including Chain of Responsibility) and other legal obligations;
- recruit and engage workers and contractors, and confirm their suitability for a role;
- protect the security of our sites, stock and systems, and investigate incidents, damage and claims;
- operate, support and improve our systems and services; and
- comply with legal requirements and respond to lawful requests from government agencies.

We do not use personal information for direct marketing to consignees or end customers of our clients. Business contacts may receive information about our services, and may opt out at any time.

We do not sell personal information.

5. Who we disclose personal information to

We may disclose personal information to:

- our clients, in relation to the goods and orders we handle for them;
- related companies in the GIF Group, including Get it Fast (delivery services) and OneTracker Technologies (logistics software and back-office support);
- carriers, subcontractors and service providers who help us deliver our services, such as transport partners, labour hire providers, IT and cloud providers, security providers and background check providers;

- our insurers, auditors and professional advisers; and
- government and regulatory bodies, where required or authorised by law.

We require our service providers to handle personal information only for the purpose for which it was provided and to keep it secure.

6. Disclosure outside Australia

M3's operational systems and data are hosted in Australia. Personal information may be accessed by Onetracker Technologies back-office personnel located in India for the purposes of TMS order processing, customer service and administrative support. Where this occurs, we take reasonable steps to ensure the information is handled consistently with the APPs.

Other than as described above, M3 does not ordinarily disclose personal information to any other overseas recipients.

7. Storage and security

We hold personal information in electronic systems – including our warehouse management system, the OneTracker platform and our business systems – and in paper records at our sites. We take reasonable steps to protect it from misuse, interference and loss, and from unauthorised access, modification or disclosure. These steps include:

- role-based access to systems, limited to people who need the information for their work;
- encryption of data in transit and at rest, and hosting of our operational platform in Microsoft Azure Australian regions;
- cyber security controls aligned to the ASD Essential Eight, and a documented Cyber Security Incident Response Plan;
- physical security at our sites, including access control, alarm monitoring and CCTV; and
- confidentiality obligations for our workers and service providers.

When personal information is no longer needed for any purpose for which it may be used or disclosed, and we are not required by law to keep it, we take reasonable steps to destroy or de-identify it.

8. Data breaches

If we suspect a data breach, we act promptly to contain it and assess whether it is likely to result in serious harm. Where a breach is an eligible data breach under the Notifiable Data Breaches scheme, we notify the affected individuals and the Office of the Australian Information Commissioner (OAIC). Where a breach involves information we hold for a client, we also notify that client in line with our agreement with them.

9. Access and correction

People may ask for access to the personal information we hold about them, or ask us to correct it, by contacting us (section 11). We will respond within a reasonable time, usually 30 days. We may need to verify a person's identity before providing access. If we refuse a request, we will explain why in writing and how to complain. Where the information was provided to us by a client, we may refer the request to that client.

10. Anonymity

Where it is lawful and practicable, people may deal with us anonymously or using a pseudonym, for example when making a general enquiry. In most cases, however, we need a name and contact details to deliver goods or provide our services.

11. Questions and complaints

Questions or complaints about how we handle personal information should be directed to:

Name & Position	Malcolm Stanton, Director
Email	mals@m3logistics.com
Phone	0411 396 091

We will acknowledge a complaint promptly, investigate it, and respond in writing within 30 days. If a person is not satisfied with our response, they may contact the Office of the Australian Information Commissioner at www.oaic.gov.au or on 1300 363 992.

12. Review of this policy

This policy is reviewed at least every two years, or sooner if our practices or the law change. The current version is published on our website at www.m3logistics.com and is available free of charge on request.