



Privacy Policy

About this policy

Transport Refrigeration Services Pty Ltd ACN 002 086 697 (**TRS, we, us or our**) is committed to protecting personal information in accordance with the *Privacy Act 1988* (Cth), the Australian Privacy Principles and other applicable Australian privacy laws.

This Privacy Policy explains how TRS collects, holds, uses, discloses, protects and manages personal information, and how individuals may access or correct their information or make a complaint.

This policy applies when you deal with TRS, including as a customer, supplier, contractor, visitor, employment applicant or website user. By providing personal information to TRS, you acknowledge that we will manage it in accordance with this Privacy Policy.

TRS may update this Privacy Policy from time to time. The latest version will apply from the date it is published on our website.

Types of personal information we collect

The kinds of personal information TRS may collect depend on the nature of your interaction with us. This may include:

- identity and contact details such as name, address, job title, organisation, phone number and email address;
- customer, supplier, account, service, payment, warranty and communication records;
- visitor, contractor, safety, training, induction and compliance information;
- employment application information, including referee and recruitment information;
- marketing, survey, enquiry and feedback information; and
- website and digital information, including IP address, device, browser, operating system, usage, cookies and similar technologies.

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The purpose for collecting your personal information

TRS collects, holds, uses and discloses personal information where reasonably necessary for our business functions and activities, including to:

- provide, supply, hire, service, repair and support our products and services;
- manage customer, supplier, contractor and business relationships;
- process enquiries, orders, payments, warranties, complaints and service requests;
- maintain safe, secure and compliant workplaces and operational sites;
- meet legal, regulatory, taxation, insurance, audit and reporting obligations;
- improve our products, services, systems, websites and customer experience;
- conduct marketing where permitted by law and provide opt-out options; and
- assess employment applications and manage recruitment.

We collect personal information by lawful and fair means and, where reasonable and practicable, directly from you. We may also collect information from authorised representatives, employers, customers, suppliers, contractors, publicly available sources, service providers, referees, recruitment agencies, government bodies or other third parties where permitted by law.

How we may use and disclose your personal information

TRS may use and disclose personal information for the purposes described above, for related purposes you would reasonably expect, where you have consented, or where permitted or required by law.

- related entities, customers, suppliers, contractors, advisers, insurers, financiers, technology providers and other service providers;
- government, regulatory, law enforcement, health, safety or dispute resolution bodies where required or authorised by law;
- parties involved in a proposed or actual sale, restructure, merger or transfer of our business or assets; and
- other parties with your consent or where otherwise permitted by law.

How your personal information is stored and secured

TRS takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure, including through physical security, access controls, system permissions, secure storage, staff training, confidentiality obligations and cyber security controls.

If TRS becomes aware of a data breach, we will assess the incident in accordance with the Notifiable Data Breaches scheme. Where an eligible data breach has occurred, we will notify affected individuals and the Office of the Australian Information Commissioner as required by law.

We retain personal information only for as long as needed for the purpose collected or as required

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by law, then securely destroy or de-identify it where appropriate.

Overseas disclosure

TRS may use service providers that store or process information in Australia or overseas. Where personal information is disclosed overseas, we will take reasonable steps to comply with the Privacy Act unless an exception applies.

Using our Website and Cookies

When you use a TRS website or digital service, we may collect technical information to operate, secure, monitor and improve those services.

We may use cookies, analytics tools and similar technologies for functionality, security, performance measurement and marketing. You can usually restrict cookies through your browser settings.

Our website may also contain links to or from other websites. We are not responsible for the privacy practices of other websites. This privacy policy applies only to the information we collect on our website. We encourage you to read the privacy policies of other websites you link to from our website.

Automated decision-making

TRS does not currently use automated decision-making systems to make decisions that would reasonably be expected to significantly affect an individual's rights or interests. If this changes, we will update this Privacy Policy.

Marketing and Opting Out

You may opt out of marketing communications at any time by using an unsubscribe function or contacting TRS. We will action opt-out requests within a reasonable period.

Accurate and up-to-date information

TRS takes reasonable steps to keep personal information accurate, complete and up to date. You may ask us to correct information we hold about you by contacting our Privacy Officer.

Access to your personal information

You may request access to personal information TRS holds about you by contacting our Privacy Officer. We may need to verify your identity before responding. Access may be refused in circumstances permitted by the Privacy Act, in which case we will explain our decision to the extent practicable and advise you of available complaint options.

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Collecting sensitive information

TRS will only collect sensitive information where reasonably necessary for our business activities, where we have consent or where otherwise permitted by law.

Government identifiers

TRS does not use government identifiers, such as tax file numbers or Medicare numbers, as its own identifier for individuals.

Complaints and disputes

If you believe TRS has not complied with its obligations under this Privacy Policy, the Australian Privacy Principles or the Privacy Act, please contact our Privacy Officer using the details below.

TRS will acknowledge and handle privacy complaints in a fair, reasonable and timely manner. We may ask you to provide further details and we may consult with relevant related entities, service providers or advisers where necessary to investigate and respond. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner:

Office of the Australian Information Commissioner

Website: www.oaic.gov.au

Phone: 1300 363 992

Who should you contact for further information?

Please refer any queries or complaints about our Privacy Policy or privacy issues to our:

Privacy Officer

Burcu Vergot

Phone: (02) 8822 8100

Email: burcu@trsservice.com.au

Our Privacy Officer will consider your question or complaint and respond to you in a reasonable timeframe.

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