



PRIVACY POLICY

At John Ryan Removals, we are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cwth). This document describes our current policies and practices in relation to the collection, handling, use and disclosure of personal information. It also deals with how you can complain about a breach of the privacy laws, how you can access the personal information we hold about you and how to

What personal information do we gather and how do we use that information?

If you engage us to move and/or store your personal effects or household goods, we will collect personal information from you including your name, address, telephone number and other contact details, the address of the destination and information about the items which will be transported or stored. We may also collect payment and credit card details. If you choose not to provide this information to us, we may not be able to provide our removal and/or storage services to you.

From time to time we may use your contact details to send you offers, updates, events, articles, newsletters or other information about products and services that we believe will be of interest to you. We may also send you regular updates by email or by post. We will always give you the option of electing not to receive these communications and you can unsubscribe at any time by notifying us that you wish to do so.

We may use some of the information you provide for statistical reporting and business assessment/improvement but we will anonymise your information prior to using it for this purpose.

We may collect payment information including credit card details when you or the AFRA member pays for the services. If you do not provide us with some or all of the information that we ask for, we may not be able to provide the services.

How do we hold and protect your information?

We strive to maintain the relevance, reliability, accuracy, completeness and currency of the personal information we hold and to protect its privacy and security. We keep personal information only for as long as is reasonably necessary for the purpose for which it was collected or to comply with any applicable laws or documentation retention requirements.

All personal information we collect from you is kept within our internal files and is protected from unauthorized access by our information technology security systems. When we receive your information for a particular transaction or service, it is only used for that specific transaction and unless it is required to be maintained to comply with any applicable laws or documentation retention requirements, it will be destroyed once delivery of the service has been completed. Where your personal information is kept in electronic form, our network security systems include fire walls, password security and user identification signatures. Where your information is held in paper form at our premises, it is protected by an alarm system and locks.

Will we disclose the information we collect to anyone?

We may need to provide your personal information to other people involved in assisting our business and/or subcontracted to provide some of the removal and/or storage services to you. When we transit your goods domestically within Australia and internationally to anywhere in the world, we may engage subcontractors and agents to perform part of those services.



If we disclose your information to recipients located overseas and they are not regulated by laws which protect your information in a way that is similar to the Privacy Act, we will seek your consent before disclosing your information to them.

We may need to provide your information to contractors who supply services to us, (e.g. external data storage providers, mail services) or to other companies in the event of a corporate sale, merger, reorganisation, dissolution or similar event. However, we will take all reasonable steps to ensure that they protect your information in the same way that we do.

We may also provide your information to others if we are required to do so by law or under some unusual other circumstances which the Privacy Act permits.

If you have a dispute with us in relation to the services we have provided, we may ask you to supply information to the Australian Furniture Removers Association (AFRA) an industry association of which we are a member and who provides customer dispute resolution services to you as our customer. If you do not provide AFRA with some or all of the information that they ask for, you may not be able to access free dispute resolution services. AFRA also audits and assesses our business for the purposes of us maintaining membership and professional standards. Personal information may be viewed by AFRA as part of an audit of our business.

If we provide you with credit terms or some other deferred payment plan and you do not pay our fees within our terms, we may provide your information to a company that we have appointed to recover the debt.

We do not sell, trade or rent your personal information to others.

We may also disclose your information to others if we are required to do so by law or under some unusual circumstance which the Privacy Act permits.

How can you check, update or change the information we are holding?

Upon receipt of your written request and enough information to allow us to identify the information, we will disclose to you the personal information we hold about you. We will also correct, amend or delete any personal information that we agree is inaccurate, irrelevant, out of date or incomplete.

If you wish to access or correct your personal information please contact our Privacy Officer at info@johnryan.com.au or on 1800 805 513.

We do not charge for receiving a request for access to personal information or for complying with a correction request but we will charge you a nominal fee for administration expenses we incur in providing you with access to your personal information.

In some limited cases, we may need to refuse access to your information or refuse a request for correction. We will advise you as soon as possible after your request if this is the case and the reasons for our refusal.

What happens if you want to complain?

If you have any concerns about whether we have complied with the Privacy Act or this Privacy Policy when collecting or handling your personal information, please contact our Privacy Officer at info@johnryan.com.au or on 1800 805 513.



Your complaint will be considered by us through our internal complaints resolution process and we will try to respond with a decision within 45 days of you making the complaint.

Your consent

By engaging us to provide services to you, you consent to the collection and use of the information you have provided to us for the purposes described above.

Tell us what you think

We welcome your questions and comments about privacy. If you have any concerns or complaints, please contact our Privacy Officer at info@johnryan.com.au or on 1800 805 513.