



Privacy Policy Statement

Your Rights in Relation to Privacy

ANC understands the importance of protecting the privacy of an individual's personal information. This statement sets out how we aim to protect the privacy of your personal information, how we collect, hold, use and disclose your personal information and your rights in relation to your personal information managed by us.

We are legally bound by the Privacy Act 1988 (Cth) and the Australian Privacy Principles in the Privacy Act and are committed to complying with the obligations set out in this Act.

What Kinds of Personal Information Do We Collect?

The personal information we will collect from you depends on your relationship with ANC. As a customer or supplier, it will generally include your name, business and email addresses and contact numbers, and may include your bank account details. If you are a contract carrier subcontracting to ANC personal information collected may extend beyond this to include your driver's licence, vehicle registration, financial details, photo, date of birth, driving history and criminal history. We do not collect personal information that we do not need.

How Do We Collect Personal Information?

Generally, we collect your personal information directly from you, through completion of a hard copy or online form, an interaction or exchange in person or by telephone, facsimile, email or post or through the use of our website. This information is held in hard copy and/or electronic databases.

Why Do We Need Your Personal Information?

We need to collect personal information so that we can provide our products and services and conduct our business. Specifically, we need to collect personal information to interact with our customers, suppliers and contract carriers and often to meet contractual obligations to these parties. ANC does not sell, rent or trade your personal information to third parties. However, your personal information may be disclosed to third parties if required by applicable laws, or to service providers who provide services in connection with our products and services.

Security of Your Personal Information

ANC will take reasonable steps to ensure that the personal information, including credit related information, we hold is protected from misuse, interference and loss and from unauthorised access, modification and disclosure.

All workers are required, as a condition of employment, to treat personal information held by ANC as confidential.

REVISION HISTORY					
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Owner:	ANC	Approver:	James Taylor		
Next Review:	Dec 2023				
This document cannot be modified without the approval of Risk and Safety Manager					



Access and Correction

ANC takes reasonable steps to ensure the personal information we hold is accurate, up-to-date, complete, relevant and not misleading. Under the Privacy Act, you have a right to access and seek correction of your personal information that is collected and held by us.

If at any time you would like to access or correct the personal information that we hold about you, or would like more information on our approach to privacy, please contact us via the contact details set out below. We will grant access to the extent required or authorised by law and take steps reasonable in the circumstances to correct personal information where necessary and appropriate.

To obtain access to your personal information you may be asked to put your request in writing and to provide proof of identity. This is necessary to ensure that personal information is provided only to the correct individuals and that the privacy of others is protected.

Privacy Complaints

You have the right to complain if you believe that your privacy has been compromised or if you believe that ANC has not complied with the Privacy Act or the Australian Privacy Principles. To do so please contact the Privacy Compliance Officer at the contact details set out below. We will endeavour to respond to you within 3 business days, and to resolve your complaint within 10 business days. When the nature of the complaint or other circumstances mean that it is not possible to meet these timelines then we will let you know within that time frame. In the event that you are dissatisfied with the outcome of your complaint, you may refer the complaint to the Federal Office of Australian Information Commissioner.

How to Contact Us

For information or enquiries relating to privacy, please contact:

ANC - Privacy Compliance Officer
PO Box 8246 Blacktown NSW 2148
Phone: +61 2 8603 1901
Fax: +61 2 8603 1950
nsw@ancdelivers.com.au

Review

This policy will be reviewed every two years and made available on our website.

Authorised by: James Taylor

Signature: 

Position Title: Director

Date: 21st Dec 2021

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