

# Privacy Policy

**SY International Logistics Pty Ltd** ("SY", "we", "our", or "us") is committed to protecting your privacy and handling personal information in accordance with the Australian Privacy Principles contained in the Privacy Act 1988 (Cth).

## 1. Collection of Personal Information

We may collect personal information that is reasonably necessary for providing freight forwarding, customs brokerage, transportation, warehousing, logistics and related services.

The information we collect may include:

- Name and contact details
- Business name and position
- Email address and telephone number
- Residential or business address
- Australian Business Number (ABN)
- Identification documents where required for customs or regulatory purposes
- Shipping, cargo and consignment information
- Billing and payment information
- Any other information voluntarily provided by you

## 2. How We Collect Information

We may collect personal information:

- Directly from you
- Through our website
- Through email, telephone or other communications
- Through customs, shipping lines, airlines, transport operators, agents and service providers
- From publicly available sources where permitted by law

## 3. Purpose of Collection

We collect and use personal information for purposes including:

- Providing freight forwarding and logistics services

- Customs clearance and biosecurity compliance
- Managing shipments and deliveries
- Processing payments and accounts
- Communicating with customers and suppliers
- Meeting legal, regulatory and compliance obligations
- Improving our services and customer experience

#### **4. Disclosure of Personal Information**

To provide our services, we may disclose personal information to:

- Customs authorities
- Government agencies and regulatory authorities
- Shipping lines, airlines and transport providers
- Warehousing and logistics partners
- Overseas agents and service providers
- Professional advisers, insurers and auditors
- Payment service providers

Some recipients may be located outside Australia where international shipping or logistics services are involved.

#### **5. Data Security**

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

However, no method of transmission over the internet or electronic storage is completely secure and we cannot guarantee absolute security.

#### **6. Website Usage**

When you visit our website, we may automatically collect certain technical information, including:

- IP address
- Browser type
- Device information
- Pages visited

- Date and time of access

This information is generally used for website administration, security and analytical purposes.

## **7. Cookies**

Our website may use cookies and similar technologies to improve functionality and user experience.

You may configure your browser to refuse cookies, although some website features may not function correctly.

## **8. Access and Correction**

You may request access to personal information we hold about you and request corrections if the information is inaccurate, incomplete or out of date.

Requests should be submitted using the contact details below.

## **9. Retention of Information**

We retain personal information only for as long as reasonably necessary for business, legal, regulatory and compliance purposes.

## **10. Complaints**

If you believe your privacy has been breached, please contact us and we will investigate your complaint.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

## **11. Contact Us**

SY International Logistics Pty Ltd

ABN: 37639710419

Email: [info@syintl.com.au](mailto:info@syintl.com.au)

Phone: +61 3 8787 7535

Address: 51 INSIGHT CIRCUIT, CARRUM DOWNS VIC 3201

## **12. Changes to this Privacy Policy**

We may update this Privacy Policy from time to time. The latest version will always be available on our website.