

# Customer Privacy Policy

## HUB Systems Pty Ltd (“HUB”)

### 1. Types of Information we collect

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- 1.1 HUB gathers two types of information about you being:
- (a) aggregated information generated by our systems (or third party systems) to track the use of the Services but that does not identify you personally (**Non-Personal Data**); and
  - (b) personal information about you such as your name, address, telephone number, email address and any other details that you may directly provide us from time to time (**Personal Data**).
- 1.2 The type of information that HUB collects about you is dependent on the information you provide as part of your request for services and how you use our services.
- 1.3 Generally, HUB does not collect 'sensitive information' about you and will only do so in the event that it is necessary for the purpose of providing you with a product or service and with your consent.

### 2. How we collect Information

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- 2.1 HUB will collect Personal Data in different ways, which may include but is not limited to:
- (a) when you register for an account;
  - (b) when you request that we provide you with services, including but not limited to, details of collection and delivery locations, and details of packages to be delivered.
  - (c) when you make a payment through our services;
  - (d) when you respond to HUB emails or surveys.
- 2.2 We collect Non-Personal Data through:
- (a) cookies and other technologies that record data about the use of our website and the use of our services generally.
  - (b) browser and device data, such as IP address, device type, operating system and Internet browser type, screen resolution, operating system name and version, device manufacturer and model, language, plug-ins and add-ons; and
  - (c) transaction data, such as purchases, purchase amount and date of purchase.

### **3. How we hold Information**

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- 3.1 Protecting data we receive from you is of crucial importance to HUB. While there is always some risk involved with transmitting information over the internet, we strive to protect against the misuse of any personal information that we receive from you via your use of our services.
- 3.2 All information is stored in Australia, on cloud servers hosted by Amazon Web Services, and on servers owned and controlled by us.

### **4. The purposes for which we collect, hold, use and disclose Information**

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- 4.1 HUB does not sell or rent data to marketers or third parties.
- 4.2 HUB use Personal Data:
- (a) to provide you with the services that you request from us;
  - (b) to verify an identity for compliance purposes;
  - (c) to respond to inquiries, send service notices and provide customer support;
  - (d) to process a payment, communicate regarding a payment, and provide related customer service;
  - (e) for audits, regulatory purposes, and compliance with industry standards;
  - (f) to develop new products and services;
  - (g) to send marketing communications;
  - (h) to improve or modify our services; and
  - (i) to conduct aggregate analysis and develop business intelligence that enable us to operate, protect, make informed decisions, and report on the performance of, our business.
- 4.3 HUB will use Non-Personal Data in aggregate form to:
- (a) track data such as the total number of visits to our website;
  - (b) to understand how our visitors use our website and app so that we can constantly improve and enhance our services.
  - (c) to tailor our services and products; and
  - (d) to measure and analyse the usage across our Services.

### **5. Disclosure**

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We customarily disclose personal information only to our service providers who assist us in operating the website. We will only disclose personal information to an unrelated third party with your consent.

## **6. Access and correction**

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If you would like to obtain such access to, or to correct, the personal information that we hold about you, please contact us on the details set out below.

## **7. How to contact us**

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Your privacy is very important to us. For that reason, please read the following details carefully and get in contact with us if you have any questions. You can contact us on:

Email:       jim@hubsystems.com.au

Phone:       (02) 4355 7800

Post:         PO Box 8201  
              Tumbi Umbi NSW 2261

# Driver Privacy Policy

## HUB Systems Pty Ltd (“HUB”)

This Privacy Policy applies for contract drivers only, as different data and personal information is collected from customers. The Customer Privacy Policy can be found on our website or provided on request.

### 8. Types of Information we collect

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- 1.4 HUB gathers three types of information about you being:
- (c) aggregated information generated by our systems (or third party systems) to track the use of the Services but that does not identify you personally (**Non-Personal Data**);
  - (d) personal information about you such as your name, address, telephone number, email address and any other details that you may directly provide us from time to time (**Personal Data**); and
  - (e) data collected from mapping technology in our app (**Location Data**).
- 1.5 The type of information that HUB collects about you is dependent on the information you provide as part of your request for services and how you use our services.
- 1.6 Generally, HUB does not collect 'sensitive information' about you and will only do so in the event that it is necessary for the purpose of providing you with a product or service and with your consent.

### 9. How we collect Information

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- 2.1 HUB will collect Personal Data in different ways, which may include but is not limited to:
- (e) when you register for an account;
  - (f) when you accept our request that you provide us with services, including but not limited to payment information;
  - (g) when you respond to HUB emails or surveys.
- 2.2 We will collect Location Data whenever the app is operating on your device, and we will require that the app is active whenever you are carrying out delivery services for us.
- 2.3 We collect Non-Personal Data through:
- (d) cookies and other technologies that record data about the use of our website and the use of our services generally.
  - (e) browser and device data, such as IP address, device type, operating system and Internet browser type, screen resolution, operating system name and

version, device manufacturer and model, language, plug-ins and add-ons;  
and

- (f) transaction data, such as purchases, purchase amount and date of purchase.

## **10. How we hold Information**

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- 3.1 Protecting data we receive from you is of crucial importance to HUB. While there is always some risk involved with transmitting information over the internet, we strive to protect against the misuse of any personal information that we receive from you via your use of our services.
- 3.2 All information is stored in Australia, on cloud servers hosted by Amazon Web Services, and on servers owned and controlled by us.

## **11. The purposes for which we collect, hold, use and disclose Information**

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- 4.1 HUB does not sell or rent data to marketers or third parties.
- 4.2 HUB use Personal Data:
  - (j) to enable us to request that you provide us with services from time to time;
  - (k) to verify and identity for compliance purposes;
  - (l) to respond to inquiries, send service notices and provide customer support;
  - (m) to process a payment, communicate regarding a payment, and provide related customer service;
  - (n) for audits, regulatory purposes, and compliance with industry standards;
  - (o) to develop new products and services;
  - (p) to send marketing communications;
  - (q) to improve or modify our services; and
  - (r) to conduct aggregate analysis and develop business intelligence that enable us to operate, protect, make informed decisions, and report on the performance of, our business.
- 4.3 HUB will use Location Data, both real time and historic:
  - (a) to provide customers with information regarding the location of drivers, and expected delivery times;
  - (b) to assist with the scheduling of deliveries;
  - (c) to improve customer service levels;

- (d) to improve resource management; and
- (e) to view, track and report on driver location and performance.

4.4 HUB will use Non-Personal Data in aggregate form to:

- (e) track data such as the total number of visits to our website;
- (f) to understand how our visitors use our website and app so that we can constantly improve and enhance our services.
- (g) to tailor our services and products; and
- (h) to measure and analyse the usage across our Services.

## **12. Disclosure**

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5.1 We customarily disclose personal information only to our service providers who assist us in operating the website. We will only disclose personal information to an unrelated third party with your consent.

5.2 You acknowledge and agree that Location Data may be provided to customers.

## **13. Access and correction**

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If you would like to obtain such access to, or to correct, the personal information that we hold about you, please contact us on the details set out below.

## **14. How to contact us**

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Your privacy is very important to us. For that reason, please read the following details carefully and get in contact with us if you have any questions. You can contact us on:

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