

## TradeBox Australia Website and Application Privacy Policy

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This [privacy policy](#) applies to all personal and business information collected by TradeBox Australia via [our website](#) and associated applications (the [website](#)) located at [www.tradebox.com.au](http://www.tradebox.com.au).

### 1.0 What is "personal information"?

- 1.1 The Privacy Act 1988 (Cth) currently defines [personal information](#) as meaning information or an opinion about an identified individual or an individual who is reasonably identifiable:
- (a) Whether the information or opinion is true or not; and
  - (b) Whether the information or opinion is recorded in a material form or not.
- 1.2 If information does not disclose your identity or enable your identity to be ascertained, it will in most cases not be classified as [personal information](#) and will not be subject to this [privacy policy](#).

### 2.0 What information do we collect?

- 2.1 The kind of [personal information](#) that [we](#) collect from [you](#) will depend on how [you](#) use the [website](#). The [personal information](#) which [we](#) collect and hold about [you](#) may include.
- (a) [Your](#) name and [your](#) business name;
  - (b) [Your](#) personal address and [your](#) business address details;
  - (c) [Your](#) personal email and [your](#) business email address details;
  - (d) [Your](#) personal and/or business credit card or debit card details;
  - (e) [Your](#) personal citizenship status;
  - (f) [Your](#) personal and [your](#) business tax residency status;
  - (g) [Your](#) personal and or business ABN name and ABN number;
  - (h) [Your](#) business location and contact information;
  - (i) [Your](#) computer's internet protocol address at the time of [you](#) completing [our](#) engagement form; and
  - (j) [Your](#) computer's location coordinates at the time of [you](#) completing [our](#) engagement form.

### 3.0 How we collect your personal information

- 3.1 [We](#) may collect [personal information](#) from [you](#) whenever [you](#) input such information into the [website](#) or share such information with [us](#):
- (a) In person;

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- (b) Over any telecommunications systems including but not limited to phone, SMS or email; or
- (c) Over offline media including but not limited to letters, brochures, pamphlets and business cards.

3.2 We also may collect cookies from your computer which enable us to tell when you use the website and also to help customise your website experience. As a general rule, however, it is not possible to identify you personally from our use of cookies.

### 4.0 Purpose of collection

4.1 The purpose for which we collect personal information is to provide you with the best service experience we reasonably can on the website and to help support our communications with you.

4.2 We customarily disclose personal information only to companies in our TradeBox Australia group, and to our service providers who assist us in operating the website. Your personal information may also be exposed from time to time to maintenance and support personnel (employees, and/or contractors) acting in the normal course of their duties. Our Tradebox Australia group of companies includes TradeBox Pty Ltd, Aitchison Reid Pty Ltd and Aitchison Reid Consulting Pty Ltd. By using our website, you consent to us disclosing your personal information to our TradeBox Australia group of companies, and to maintenance and support personnel acting in the normal course of their duties.

4.3 By using our website, you consent to the receipt of direct marketing material from our TradeBox Australia group of companies. We will only use your personal information for this purpose if we have collected such information directly from you, and if it is material or communication of a type which you may reasonably expect to receive from us. Our direct marketing material will include a simple means by which you can request not to receive further communications of this nature.

### 5.0 Access and correction

Australian Privacy Principle 12 permits you to obtain access to the personal information we hold about you in certain circumstances, and Australian Privacy Principle 13 allows you to correct inaccurate personal information subject to certain exceptions. If you would like to obtain such access, please contact us at [privacy@tradebox.com.au](mailto:privacy@tradebox.com.au).

### 6.0 Complaint procedure

If you have a complaint concerning the manner in which we maintain the privacy of your personal information, please contact us as set out below. All complaints will be considered by the General Manager for TradeBox Australia, our privacy officer and we may seek further information from you to clarify your concerns. If we agree that your complaint is well founded, we will, in consultation with you, take appropriate steps to rectify the problem. If you remain dissatisfied with the outcome, you may refer the matter to the Office of the Australian Information Commissioner.

### 7.0 Overseas transfer

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Your personal information may be transferred to recipients located outside Australia, such as in USA, UK, European Union, Switzerland, India, New Zealand or other countries. You consent to us transferring your personal information to locations outside Australia, such as in USA, UK, European Union, Switzerland, India, New Zealand or other countries in the knowledge that if your personal information is mishandled in that jurisdiction, we disclaim responsibility and you will not have a remedy under Australian law.

### 8.0 How to contact us about privacy

If you have any queries, or if you seek access to your personal information, or if you have a complaint about our privacy practices, you can contact us by email at [privacy@tradebox.com.au](mailto:privacy@tradebox.com.au).