LINX CARGO CARE GROUP

Privacy Policy

October 2025

REGISTERED OFFICE
Suite 401/46 Market Street
Sydney NSW 2000

Phone 1300 487 837

LINXCC.COM.AU

info@linxcc.com.au
ABN 11 611 189 381

1. Overview

LINX Cargo Care Group Holdings Pty Ltd (ACN 611 189 381) (**LINX**) and its related bodies corporate and associated entities (**us, we, our**) maintain a policy of strict confidence concerning your (**you, your**) personal information (**Privacy Policy, this or the Policy**). This Policy has been developed in accordance with the Privacy Act 1988 (Cth) (**Privacy Act**) and the New Zealand Privacy Principles (**NZPPs**) as set out in the Privacy Act 2020 (NZ) (**NZ Privacy Act**) as amended. The Privacy Policy applies to the collection, storage, use and disclosure by us of your personal information. By accessing this site www.linxcc.com.au (**Site**) or otherwise engaging with us you accept the terms of this Policy. This Policy applies to information provided to us whether via this Site or any other means and demonstrates how we will comply with the Australian Privacy Principles under the Privacy Act (**APPs**) and the New Zealand Privacy Principles (**NZPPs**) as set out in the NZ Privacy Act as amended.

If you have any further questions or if you wish to receive more information on our information practices and this Policy, please contact our Privacy Officer at legal@linxcc.com.au or:

LINX Cargo Care Group Holdings Pty Ltd
Suite 401/46 Market Street
Sydney NSW 2000
Attention: Privacy Officer

2. Scope & Application

This Policy applies to personal information collected by us from people who are connected to our operations and activities, including, but not limited to, our suppliers, customers, contractors and other personnel engaged by LINX. Personal information is provided to us in various ways; for example, we may receive personal information as a result of your use of the Site or by your use, or prospective use of, our services.

Notwithstanding this Policy, we may rely on certain provisions in the privacy laws to collect, store and use personal information in ways that are consistent with those laws.

3. What is personal information?

Personal information means information or an opinion that can identify you as an individual, or from which your identity can reasonably be ascertained. It does not matter whether the information or opinion is true or not, or whether it is recorded in a material form.

4. What kind of personal information do we collect and hold?

The kind of personal information that we collect and hold will depend on our relationship with you.

Generally, the kind of information that we collect and hold includes the following:

- your contact details such as name, email, phone, date of birth, gender, driver licence number, mailing address and emergency contacts;
- information relating to your organisation and your title;
- your bank account details;

- your shipping and delivery details;
- your purchase history; and
- your image via CCTV footage where you have attended our premises.

If it is reasonable and practical to do so, we will collect personal information directly from you. This will include contact details and other information relevant to providing services to you. This may take place in a number of ways, such as when you use our Site, by your use, or prospective use of, our services or otherwise when you contact us.

5. How do we collect your personal information?

We endeavour to collect personal information from you directly. Where this is not reasonably practicable, we may collect information about you from third parties where we reasonably believe that you have consented to these sources collecting and disclosing the information. Such third parties may include:

- our contractors and service providers;
- publicly available sources;
- government agencies; and
- representative/s authorised by you.

Generally, information is collected by us verbally, by email, in writing, through the Site and by the monitoring of our other business devices. We may operate video and audio surveillance devices in our premises (e.g. CCTV). CCTV footage of you and/or your vehicle may be collected when you enter any of our worksites.

So far as we are aware, we do not collect personal information via the Site. All personal information that we or any of our related bodies corporate or associated entities collect is reasonably necessary for the purposes relating to providing our services to you. Those purposes include:

- to help us better understand the needs of our suppliers and customers;
- to improve the delivery of our services and to comply with our legal obligations; and
- to allow our services to be provided to you.

If someone other than you provides us with personal information about you that we did not ask for and we determine that we could have collected this information from you had we asked for it, we will notify you as soon as practicable. This notice will be given unless to do so would be in breach of an obligation of confidence. If we could not have collected this personal information, we will lawfully de-identify or destroy that personal information.

We will not knowingly collect or disclose sensitive information about an individual unless an exception applies.

Sensitive information, as defined in the Privacy Act, includes information or an opinion (that is also personal information) about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association membership of a trade union, sexual orientation or practices, criminal record, health, genetics or biometrics.

Exceptions to this include:

- where you have given your express consent to do so;
- the collection is necessary to prevent or lessen a serious threat to the life, health or safety of any individual, or to public health or safety;
- the use of this information is required or authorised under Australian law or a court or tribunal order; or
- when the information is necessary for the establishment, exercise or defence of a legal claim.

We will not collect personal information unless the information is reasonably necessary for, or directly related to, one or more of our functions or activities. If required personal information is not collected you may be refused access to a worksite.

6. Cookies

When users log into the Site, the server or HTML code may attach a "cookie" to the users computer's memory. A “cookie” assists us to store information on how visitors to the Site use it and the pages that may be of most interest. This information may be used to provide users of your computer with information that we think may interest the users of your computer. We may also use analytical tools via third party platforms (such as Google Analytics and Hotjar) to track a user’s interaction with the Site across pages. So far as we are aware, this information:

- is not linked to any personal information you may provide;
- does not store any personal information about a user; and
- cannot be used to identify a user.

As a user, if you choose, you should be able to configure your computer so that it disables “cookies” or does not accept them.

7. How do we use your personal information?

We collect, hold, use and disclose personal information that is reasonably necessary to allow our organisation to function and perform its activities, or that we are otherwise permitted to collect, hold, use and disclose by law.

For example, we may use your information for the following purposes:

- provide, administer and improve our products and services;
- discuss our service offerings with you;
- verify your details;
- maintain and update our records;
- manage our relationship with you;

- protect our lawful interests (in connection with suspected fraud, misconduct and unlawful activity under specific Australian legislation and relevant specific New Zealand legislation and acquisitions or potential acquisitions of our business);
- provide you with publications and invitations based on the areas of interest or mailing lists that you subscribe to (if any);
- manage relationships with third parties; and/or
- to gather information about our website visitor trends.

8. Will we disclose your information?

We may share your personal information with:

- our shareholders and other companies within our group;
- your representatives;
- contractors and service providers which assist us with share registry, archival, auditing, accounting, customer contact, legal, business consulting, banking, payment, delivery, data processing, data analysis, information broking, recruitment providers, external communications, research, investigation, website and technology services;
- additional service providers including providers of payroll, superannuation, banking, staff benefits, surveillance and training services;
- joint venture partners for the purposes of seeking any relevant regulatory approvals;
- third party lenders and our insurers;
- commission and other government agencies as required by law;
- solicitors and other parties where we are subpoenaed to provide such information; and
- anyone authorised by you to whom personal information relates.

We take reasonable steps to ensure that these organisations are bound by privacy obligations in relation to the protection of your personal information.

In the event of a security incident involving unauthorised access, use or disclosure of personal information where a third party with whom we share personal information is involved, we will seek to work cooperatively with them to protect the personal information we have shared with them.

9. How can you correct your personal information?

Reasonable steps are taken to ensure that your personal information is accurate, complete and up-to-date whenever we receive or use it.

If you consider that personal information that we hold about you is inaccurate, incorrect, out-of- date, incomplete, irrelevant or misleading, you can write to us and request that we correct that personal information. Correspondence should be directed as set out in this Policy.

If we do not agree that your personal information requires correction, we will write to you and inform you of the reasons why. In these circumstances, you may ask that we note your views about what the correct information is.

10. Third Parties and your information

We will only collect, store, use or disclose personal information as set out in this Privacy Policy unless we are required by law to protect our rights or property (or those of any third party), or to avoid injury to any person.

Although the Site may link directly to websites operated by third parties (**Linked Sites**), you acknowledge that Linked Sites are not operated by us. We encourage you to always read the applicable privacy Policy of any Linked Site on entering the Linked Site. We are not responsible for the content or practices of the Linked Sites nor their privacy policies regarding the collection, storage, use and disclosure of your personal information.

11. Will your personal information be disclosed to overseas recipients?

Whilst we are principally based in Australia and New Zealand, our shareholders and some of our service providers have offices and/or use hosting services that are located overseas (for example: USA, Canada, Singapore, New Zealand and the United Kingdom). We may transfer to people in these foreign countries any of your personal information to fulfil the purposes set out in this Privacy Policy.

In many cases the transfer will be necessary for the performance of our contract with you or for the implementation of measures taken in response to a request by you or for the performance of a contract with a third party which is concluded in your interests.

We endeavour to ensure that any third parties who have access to personal information and are located overseas, are aware of the requirements of the APPs and NZPPs and where possible, are contractually bound to deal with that information in accordance with the APPs and NZZPs. Notwithstanding these measures, we cannot guarantee that personal information sent overseas will be subject to a similar level of protection as it is in Australia and New Zealand or that we have a contractual mechanism with these parties to enforce your rights. You will be deemed to have consented to this transfer by your continued use of the Site or otherwise use of your personal information.

12. Storage and security

We take reasonable steps to keep your personal information secure within the LINX IT environment, however, this security cannot be guaranteed. We endeavour to ensure the security of your personal information by using secure systems and encrypted channels when transferring information, auditing individual access requirements, and disposing of information securely.

These security measures are designed to ensure your personal information is not subject to unauthorised access, loss or misuse. If you reasonably believe that there has been unauthorised use or disclosure of your personal information please contact us (see below).

Notwithstanding the reasonable steps taken to keep information secure, breaches may occur. In the event of a security incident we have in place procedures to promptly investigate the incident and determine if there has been a data breach involving personal information, and if so, to assess if it is a breach that would require notification. If it is, we will notify affected parties in accordance with Privacy Act requirements.

13. Variation and consent to variation

We may vary the terms of this Privacy Policy at any time. You should check this Privacy Policy regularly so that you are aware of any variations made to this Privacy Policy. This policy will be reviewed periodically to ensure that it is keeping abreast with legislative requirements and current workplace practices. Your continued provision of personal information to us, including by way of use of our Site, services or otherwise, constitutes your acceptance of this policy and any revision of the policy that is published on the Site.

14. Access to information we hold about you

Subject to certain exceptions, we will provide access to your personal information, upon written request by you. If you wish to access your personal information, please write to:

LINX Cargo Care Group Holdings
Suite 401/46 Market Street
Sydney, NSW, 2000
Attention: Privacy Officer
or send an email to us at legal@linxcc.com.au

Where we hold personal information that you are entitled to access, we will provide you with a means of accessing it within a reasonable period from when we receive your written request. We reserve the right to charge a reasonable fee in consideration of the resources required to provide you with access to your personal information.

We will provide you with a written notice of any refusal to grant access to your personal information.

If you have any concerns about the way that we have handled your personal information or any request relating to your personal information, please lodge a complaint with Legal Counsel using the contact details set out above. Please provide your name, contact number, email address and the details of your complaint (including supporting evidence (if any)).

We take complaints seriously and our Legal Counsel or their nominee will investigate all complaints and will respond in writing within a reasonable time of receipt of your complaint.