



# Bustle Privacy Policy

(Version 2 – 01/07/2025)

This Privacy Policy is intended to provide a general overview of how Bustle Technology Pty Ltd (ACN 609 031 129) and its related bodies corporate (Bustle, we, us or our) handles your personal information.

'Personal information' is essentially information or an opinion about an identified (or reasonably identifiable) individual. This may include an individual's name, address, telephone number, email address, profession or occupation, bank account details, payment information or medical information. If the information we collect, including information provided to us by a third party, personally identifies an individual, or an individual is reasonably identifiable from it, the information will be considered personal information.

The *Privacy Act 1988* (Cth), including the Australian Privacy Principles (APPs), sets the minimum standards we have to meet when handling personal information.

We provide a software application known as 'Bustle' (Application) which is a technology platform that enables users to manage, contact, arrange, schedule and record details of the transport or shipping of goods and freight on a device or operating system used to access and use the Application.

We are committed to protecting the privacy of personal information we collect, including when you use our website ([www.Bustle.tech](http://www.Bustle.tech)), the Application or our services, and / or when you or a third party provide personal information to us.

This Privacy Policy is published on our website ([www.Bustle.tech](http://www.Bustle.tech)).

## How we collect your personal information

How we collect personal information depends on how you interact with us. We collect personal information when:

- you provide it to us directly.
- automatically when you visit our website or from your use the Application.
- it is provided to us by third parties.

The functionality of the Application requires personal information to be provided by you or third parties. If the required personal information is not provided, the Application will not be able to provide the information or services that it is designed to provide.

We collect the following personal information from the following sources:

- identity and contact data including your name, address, email address, telephone number.
- account data such as your login and profile information, including your password, and subscription details.
- payment data such as shortened credit or debit card details, bank account details, payment method, billing address and other details of services that you have received from us.
- communications data such as feedback on our services and other communications with us, and chat, email or call history.

- driver's licence details you provide including photographs on driver's licences.
- insurance documents including certificates of currency.
- marketing data such as communication preferences, preferences for particular services, and subscription details.
- device data such as data collected from your use of the Application including your IP address, ISP, device type and location, operating system and device identifiers, computer sign on data, your signature, standard web log information, statistics on page views and internet traffic to and from our website.
- application usage data such as information about your use of the Application including login information and other functional information on the use and performance of the Application including information derived from our macro analytic reporting.
- uploaded content such as any personal data in photographs, videos or audio recordings that you upload on to the Application or our website.
- sensitive personal information such as health data, medical certificates and trade union membership details which is provided by you.

### **Purposes for which personal information is collected, held, used and disclosed**

We collect, hold, use and disclose personal information so that we can perform our business activities and functions, and manage our relationship with you. The purposes for which we do this includes the following:

- to deliver our services such as to sign you up to the Application, manage your trial or subscription, provide, maintain and deliver our services in accordance with our terms of use (which includes monitoring, troubleshooting, data analysis, testing, system maintenance, reporting and hosting of data);
- to enable the Application to provide users with the information or services that the Application is designed to provide;
- to develop new or improved services, including improvements and updates to the Application and to provide targeted content and information for customers;
- to provide services, send communications, answer enquiries, provide information or advice about our services and obtain feedback;
- for our general business operations, (for example, maintenance of our business records, compliance with our legal and insurance obligations and for statistical analysis purposes;
- to resolve disputes;
- to collect any fees which are payable to us;
- for quality assurance, training and record-keeping;
- for security management, such as by the use malware and other monitoring tools to detect suspicious activity and block unauthorised access;
- for compliance management to ensure compliance with our terms of use and related internal reporting;
- for planning, service development, quality control and research purposes which may include data matching, customization, analytics and research, and inform other business decisions by understanding our customer's behaviour;

- to deliver targeted marketing, updates and promotional material and offers to users of the Application in accordance with their preferences;
- for administrative purposes including to update our records and keep contact details up to date;
- to process and respond to complaints; and
- to comply with any legal and regulatory obligations which apply to us, including responding to requests under data protection or other applicable laws.

We may also use and disclose your personal information with your consent and as otherwise required or permitted by law.

### **Who we disclose personal information to**

We may disclose your personal information to:

- our employees, related bodies corporate, contractors or service providers for the purposes of operation, maintenance or improvement of the Application, our website or our business;
- third parties who may require access to personal information in order to enable us to provide our services or conduct our business operations including third parties that provide integrated services when you use the Application;
- third parties with whom we have commercial relationships, for business, marketing, and related purposes; and
- fulfil specific requests by you or to any other person or organisation for any authorised purpose with your express consent.

We may offer you sign on services enabling you to use third party log in credentials to log into the Application. We may also transfer profile information, including personal information, contained in your third-party profile to assist in the provision of our services, to other of our related sites and profiles.

### **Security**

We may hold your personal information in electronic formats or in hard copy.

We take reasonable steps to securely store your personal information to ensure it is protected from unauthorised access, modification and disclosure, and from other types of misuse, interference and loss.

The transfer of data over the internet is inherently insecure. We cannot guarantee the security, during transmission, of any personal information provided to us via our website. Please bear this in mind when transmitting important information by this means to us.

### **Retention of personal information**

We will retain your personal information for as long as we have a relationship with you and for a period of time afterwards where we have an ongoing business or legal need to keep it. For example, to comply with legal, tax, or accounting requirements. After that, we'll make sure it is deleted or anonymised.

We will destroy or de-identify (anonymise) your personal information when we no longer have an ongoing business or legal need to keep it. We may retain your personal information for as long as necessary to comply with legal, tax, or accounting requirements, for insurance and corporate governance purposes, for the prevention of fraud and to resolve disputes. Your personal information may also be retained in our IT system back-up records.

## **Our website**

Our website uses cookies. We do not use the information stored in those cookies to collect information about you or your computer or device. The cookies are used for statistical purposes (such as to keep track of services you view and to measure traffic patterns) and to assist with your use of the website. We may also collect click-stream data when you use the website, such as the date and time of your visit, the pages you accessed, your IP address, the type of browser and operating system you are using and the websites you come from and move to. This information is collected for statistical purposes to assist us to find out how our website is used and navigated and to improve our website. We also carry out planning and marketing activities using the personal information you provide which may include targeted online advertising, data and audience matching, analytics and research.

Our website may contain links to third party websites. Bustle is not responsible for the privacy, security or handling of your personal information via those websites. You should review the privacy policy and terms of use for those websites each time you visit them.

## **Access and correction of your personal information**

You may lodge a request to correct personal information about you that we hold if you believe that it is inaccurate, out-of-date, incomplete, irrelevant or misleading. To do so please contact us using the contact details below.

You may request that we provide you with access to the personal information we hold about you.

Generally, we will provide you with access, except in limited circumstances where the APPs permit us to deny access. Any such requests must be made in writing and directed to us using the contact details below. Under the APPs we are permitted to charge you a reasonable fee for providing access to your personal information. Please note that no fee will be incurred for requesting access, and if your request for access is accepted we will inform you of the fee (if any) that will be payable for providing access if you proceed with your request.

You may ask us to inform you of the source of any personal information about you that we have collected from a third party. We will provide this at no cost, except in limited circumstances where the APPs or other laws permit us to withhold this information.

You may update your personal information by contacting us directly at any time. If you wish to opt out or receiving direct marketing communications from us, you may do so at any time by using the 'unsubscribe' link on the relevant communication.

## **Making a complaint**

You may lodge a complaint with us if you believe that your privacy has been breached by contacting us using the contact information below and provide details of the incident so that we can investigate it. We will treat your complaint confidentially, investigate your complaint and aim to ensure that we contact you and your complaint is resolved within a reasonable time (and in any event within the time required by the *Privacy Act 1988* (Cth), if applicable).

If you are unhappy with the way that we are using your personal information, or if you are not satisfied with our response to a complaint, you may lodge a complaint with the Office of the Australian Information Commissioner (to the extent that the *Privacy Act 1988* (Cth) applies).

## **Overseas disclosure of your personal information**

Generally, we are not likely to disclose your personal information to overseas recipients.

## **Changes to our Privacy Policy**

We may amend, modify or replace this Privacy Policy at any time. You should review our Privacy Policy each time you visit our website, use our facilities or services, or provide us with personal information.

## **Contact us**

If you would like further information about the way we manage your personal information, or if you have a privacy-related complaint, please contact us at:

Bustle Technology Pty Ltd  
Unit 15, 8 Welshpool Road,  
EAST VICTORIA PARK WA 6101

Tel: 0417 051 124

Email: [admin@bustle.com.au](mailto:admin@bustle.com.au)

## **Office of the Australian Information Commissioner**

More information about your rights and our obligations in connection with your personal information are available from the Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au).