



**Riteway Transport Pty Limited ("Riteway")
Website Privacy Policy**

Riteway has established this Privacy Policy to inform users of the Riteway website that the information collected by Riteway on its website will only be used for the purpose for which it was collected.

At no time will Riteway use any of your information to form part of a mailing list unless you have specifically consented to being placed on such a mailing list.

Although Riteway keeps a record of all visitors to this website, Riteway does not prepare reports or disseminate this information gathered, nor does Riteway pass this information on to any other parties. Riteway will only use this information in assessing and improving the use of the Riteway website.

The following principles apply to your use of the Riteway website:

1. Riteway will only collect the personal information needed to fulfil its legitimate functions ("Riteway's Functions").

We will not disclose or use your personal information which is recorded on the Riteway website without first obtaining your consent. Riteway will only keep consignment note information on the Riteway website or server for 60 days at which time it will be removed and stored in our secure storage facility.

2. Your personal information can only be accessed by you and authorised Riteway employees.

Only you and certain Riteway employees can access your personal information. Those Riteway employees who have access to your personal information will only access and use it in enabling Riteway to perform Riteway's Functions. Your password is the only means by which you are able to access your personal information. You can access your personal information at any time by reading your [User Profile](#).

3. You have a duty to keep your personal information private.

Your password is the key to your personal information and this should not to be disclosed to any other person. We recommend that you change your password periodically to ensure ongoing privacy. Riteway does not accept responsibility for any unauthorised access to your personal information if an unauthorised person uses your password to gain access to your information. Your password is your responsibility.

4. You can change or correct your personal information

You can change your contact name and contact telephone number by accessing your [User Profile](#). However, if you wish to vary or delete your User Name or any other fundamental information please telephone the Internet Registration Helpdesk on **1300 764 266**, fax us on **+61 2 8304 8041** or email us at cithelpdesk@tnt.com.au and we will arrange to have the information changed.

5. Third Party Information will only be kept by Riteway to enable it to perform Riteway's Functions.

If Riteway does not have an agreement with the party receiving the consignment from you ("the Receiver"), the third party information relating to the Receiver will only be kept by Riteway for the purpose of delivering that particular consignment and will then be stored by Riteway as part of its record keeping process. The Receiver's details may also be stored by you in your personal address book, but can only be accessed by you using your password. Riteway will not use Receiver information for any other purpose. We suggest that you delete any third party information once it is no longer required.

6. Riteway will not require any identifying information from you.

Riteway will not ask you to provide identifying information such as your medicare number or tax file number.

7. Riteway may be required to transfer your information to international organisations.

Riteway is an international company and may be required in some instances to provide your personal information to organisations in other countries to enable the delivery of a consignment, or to enable it to perform the Riteway Functions. Riteway will not disclose your personal information to overseas organisations unless it is necessary for Riteway to perform the Riteway Functions. If you ask us to deliver something to another country you will be deemed to have consented to disclosure of the information unless you advise us to the contrary.

8. Riteway will not disclose your personal information

Riteway will not disclose your personal information except as required to perform its functions or if required to do so by any other Commonwealth, state or territory law.

9. Riteway will take reasonable steps to protect your personal information.

We assure you that we will take all reasonable steps to ensure that your personal information is protected and that your personal information will only be used to enable Riteway to perform its obligations under its agreement with you.

10. Riteway will refer complaints or disputes to the Privacy Commissioner

If you have a complaint regarding the use of your personal information, we suggest you call our customer service centre on **131150** or speak to your sales representative. However, if you believe your complaint has not been resolved adequately by Riteway, Riteway will refer the matter to the Privacy Commissioner for a resolution of the complaint.