



M Haulage Management Privacy Policy

Effective Date: 20/03/2025

1. Introduction

M Haulage Management ([ABN **23 436 107 195**]) ("we", "our", "us") is committed to protecting the privacy of our customers and website visitors. This Privacy Policy outlines how we collect, use, store, and protect your personal data, in compliance with the Privacy Act 1988 (Cth), General Data Protection Regulation (GDPR) (if applicable), and Google Ads policies.

2. What Data We Collect

We may collect the following types of personal data from our customers, website visitors, and business partners:

- Contact Information: Name, email address, phone number, postal address.
- Business Details: Company name, job title, industry.
- Transaction Data: Records of services provided and payments made.
- Website Usage Data: IP address, device type, browser information, referring websites, and browsing activity on our site.
- Marketing Preferences: Information on your preferences for receiving communications from us.

3. How We Use Your Data

We collect and process your personal data for the following purposes:

- Service Delivery: To provide freight forwarding, customs brokerage, and related logistics services.
- Customer Support: To respond to inquiries, provide assistance, and resolve issues.
- Marketing & Retargeting: To send marketing communications, promotional offers, and personalized advertising via Google Ads and other platforms (with consent where required).
- Website Analytics: To analyze website performance and improve user experience.
- Legal Compliance: To comply with regulatory and legal obligations.

4. How Your Data is Stored & Protected

We implement appropriate security measures to protect your personal data from unauthorized access, disclosure, or misuse:

- Encryption: Secure storage of sensitive data using encryption protocols.
- Access Controls: Limited access to personal data only to authorized personnel.
- Data Retention: Personal data is retained only for as long as necessary to fulfill the purposes outlined in this policy or as required by law.
- Third-Party Security Measures: We ensure that our service providers use appropriate security

5. Who We Share Your Data With

We do not sell or rent your personal data. However, we may share your data with:

- Third-Party Service Providers: Including cloud storage, CRM software, and logistics partners.
- Advertising & Marketing Platforms: Google Ads, Meta (Facebook), LinkedIn, and similar platforms for retargeting and campaign management.
- Regulatory Authorities: If required by law, customs authorities, or law enforcement agencies.
- Business Partners: In cases where partnerships require customer data for service fulfillment (with consent where applicable).

6. User Rights & Consent Options

Depending on your location, you may have the following rights:

- Access & Correction: Request access to your personal data or correction of inaccuracies.
- Opt-Out of Marketing: You can opt out of marketing emails by clicking the "unsubscribe" link or contacting us directly.
- Data Deletion: Request deletion of your personal data unless retention is required by law.
- Cookies & Tracking: Manage cookie preferences through your browser settings.
- Withdraw Consent: If you have provided consent for data processing, you may withdraw it at any time.

To exercise any of these rights, please contact us at [Insert Contact Email].

7. Legal Compliance & International Data Transfers

We comply with:

- Privacy Act 1988 (Cth) (Australia)
- General Data Protection Regulation (GDPR) (if applicable to EU/EEA users)
- Google Ads and Retargeting Policies

If we transfer personal data internationally, we ensure adequate protection in compliance with relevant regulations.

8. Updates to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legal requirements or business practices. Any updates will be posted on our website with the revised effective date.

9. Contact Information

For questions about this Privacy Policy or how your data is handled, please contact: M

Haulage Management

This Privacy Policy was last updated on [20/03/2025]