

Privacy Policy (New Zealand)

Fastway are committed to ensuring that privacy is protected for users of our websites in relation to personal information. The information we collect is used to market our products and improve the services we offer via our website content, and to contact you with updates to such services and products.

This Privacy Policy applies to Fastway Global Ltd which may hold personal information on their website. Fastway reserves the right to change its privacy policy at any time with or without prior notice. By viewing and using the information provided on our websites, in relation to Fastway, you will be deemed to agree to this Privacy Policy.

The Fastway Privacy Policy reflects the requirements of New Zealand's Privacy legislation, and the 12 Information Privacy Principles (IPPs), which set out rules, and exceptions to those rules.

This privacy policy should be read in conjunction with the New Zealand Privacy Act 1993 located at the website address of:
<http://www.privacy.org.nz/the-privacy-act-and-codes/>

Information Privacy Principles

Principle 1 – Purpose of collection of personal information.

Principle 2 – Source of personal information

Principle 3 – Collection of information

Principle 4 – Manner of collection of personal information

Principle 5 – Storage and security personal information

Principle 6 – Access to personal information

Principle 7 – Correction of personal information

Principle 8 – Accuracy of personal information to be checked before use

Principle 9 – Personal information not to be kept for longer than necessary

Principle 10 – Limits on use of personal information

Principle 11 – Limits on disclosure of personal information

Principle 12 – Unique identifiers

Collection of Information

Fastway Couriers is an international franchise business. Fastway Couriers provides a range of services relating to the transport of local, inter-franchise region, nationwide, and international parcels and satchels.

Both Franchisors and Franchisees may collect personal information from you. We limit the collection and use of this personal information to what is necessary to administer our business, provide customers with the highest quality service, and offer opportunities we think will be of value to customers or enquirers.

In its capacity as a provider of pickup and delivery services, Fastway Couriers collects personal information about its Franchisees, Employees, Customers, Suppliers, Subcontractors and others of whom it deals with, in order that it can effectively conduct its business. This personal information will include sufficient details for Fastway Couriers to effectively interact with them in the conduct of its

business. The information collected is controlled by strict user access via secure logon and password to analyse such information.

We store lists of visits to the websites know as 'website hits' and we use this list to compile statistical information, as to which areas of the websites are most popular and to assist us in improving the navigation and content. This collation of data records some very basic information about you; the date and time of visit; duration of visit; and what pages of our site you viewed. This file cannot identify your email address (unless you send it to us via an online form), or any other personal information.

Fastway only uses Cookies to take a record of your IP address to track the visits to our website pages by number count only, providing hit order, date, time, and the name of the website page(s) visited.

Storage of Information

Fastway Couriers store all website information on privately owned web servers with restricted access and reserve the right to use agents, who are bound by strict confidentiality guidelines, to perform storage and processing functions on these web servers, and who are required from time to time to carry out legitimate business functions in relation to Fastway websites and services. Personal Information is principally held in electronic databases maintained within the Fastway Couriers computer network. We use a range of security processes to protect the confidentiality and security of personal information held.

Disclosure of Information

We do not disclose information about individual computers, or sell information which identifies you personally. If you chose to provide us with personal information such as your email address, for example by filling out an electronic enquiry, request or order form, we will use the information only for the purposes that you authorised. Email marketing will only be sent to your email address if you have given your consent by completing a Customer Information Card or other electronic form providing such detail.

Use of Information

The primary purpose for collecting, holding and using the personal information is for the establishment and maintenance of records for our Franchisees, Customers, Suppliers of goods and services, and other with whom we conduct business in order that we can work effectively with them. Personal Information is also used to facilitate distribution of communications within the Fastway Couriers Franchised network, including financial reports and other information that is relevant to the promotion or reporting of our business activities.

We use information to measure the number of visitors to different parts of the site and, for example, to measure the effectiveness of our marketing and sales. We may also use this information to send you email notifications about our services, and if you give us permission to do so, contact you for marketing purposes. No information you share with us will be passed to organisations external to the Fastway Group.

We use the personal information collected to:

- Reply to franchise enquiries
- Send information packs
- Reply to free freight analysis requests
- Email marketing

What is a cookie?

A cookie is a piece of information sent by a Web server to a users Internet browser. A Web server is the computer that 'hosts' a Web site e.g. the Fastway websites, and responds to requests from a users browser. Cookies may include information such as login or registration identification, user preferences etc.

The browser saves the information, and sends it back to the Web server whenever the browser returns to the Web site. The Web server may use the cookie to customise the display it sends to the user, or it may keep track of the different pages within the site that the user accesses.

Does Fastway use cookies?

Yes, but only to take a record of your IP address to track the visits to our website pages by number count, providing hit order, date, time, and the name of the website page(s) visited.

Can cookies be removed from my computer hard drive?

Yes, cookies can be removed from your hard drive. Depending on what type of web browser, and what browser version you are using, you may be able to change the properties on your cookie file so that cookies are not used or saved. Please check with your browser provider for more information on removing cookies.

Content Providers, Advertisers and Partners

We do not control the practices of content providers, partners and advertisers connected with the Fastway websites, and to whom you provide personal information while using one of their websites or services. If any of our websites contain links to other websites, which may not follow the same privacy policies as the Fastway Privacy Policy, we recommend that you check any relevant privacy policies before providing your personal information to any third party.

Holding, Correcting and Updating Information

Any personal information that you provide to the Fastway Group will be collected and held at our official place of business in New Zealand in relation to the location of our Website Servers including applications and data.

If you are an individual, under the New Zealand Privacy Act 1993, you have rights of access to and correction of personal information that Fastway holds. We offer the ability to correct or change the information collected at any time, and as often as necessary via controlled secure access. Fastway Couriers will normally only disclose personal information it holds to the individual concerned or to someone having proper authorisation or authority to request such

information or to fulfil legal or regulatory requirements or where we have your consent to do so.

Fastway Couriers may also disclose personal information to its advisers and other parties in connection with the present and future conduct of its business. We will keep your personal information for as long as necessary to achieve the purpose for which we collected it.

If you have any questions about how Fastway website services work, or regarding this statement, contact the Privacy Officer as detailed below.

How do I contact the Fastway Privacy Officer?

By viewing and using the information provided on our web sites, in relation to Fastway, you will be deemed to agree to this privacy policy. If you do not agree to this Privacy Policy you should stop accessing and using the information and contact the privacy officer.

Fastway reserves the right to change its privacy policy at any time with or without prior notice. It is advised that you check our Privacy Policy regularly for any updates which may be found on our website www.fastway.org you are also able to obtain a copy of our latest privacy statement by contacting us on the address below.

The Privacy Officer
Fastway Global Ltd
PO Box 647
Napier, New Zealand

E: privacy.officer@fastway.org

Our Privacy Policy was last updated on 7 June 2011.