

Privacy Policy for eCustoms Broker Services

The Privacy Policy below governs any information you provide to eCustoms Broker Pty Ltd ABN 49 088 615 249 ("eCustoms Broker", "we" or "us") and your eCustoms Broker account.

A. Overview

To operate the eCustoms Broker service and to reduce the risk of fraud, we must ask you to provide us with information about yourself and your credit or debit cards. This Privacy Policy describes the information we collect and how we use that information. eCustoms Broker takes the privacy of your personal information very seriously and will use your information only in accordance with the terms of this Privacy Policy. We will not sell or rent your personally-identifiable information or a list of our customers to third parties. However, as described in more detail in Part C below, there are limited circumstances in which some of your information will be shared with third parties, under strict restrictions, so it is important for you to review this Privacy Policy. This Privacy Policy applies to all services that are hosted on the eCustoms Broker website (www.ecustomsbroker.com.au), whether the services are offered by eCustoms Broker or by its related companies.

By accepting the Privacy Policy and User Agreement when you register for the eCustoms Broker Service, you expressly consent to our use and disclosure of your personal information in the manner described in this Privacy Policy. Each time you use our Service you confirm your agreement to be bound by and acknowledge any changes to this Privacy Policy (as may be amended from time to time). This Privacy Policy is incorporated into and subject to the terms of the eCustoms Broker User Agreement.

Other pages on the eCustoms Broker website include links to third-party websites. These sites are governed by their own privacy statements and eCustoms Broker is not responsible for their operations, including but not limited to their information practices. Users submitting information to or through these third-party websites should review the privacy statement of these sites before providing them with personally-identifiable information.

B. Information We Collect

Required Information

To open an eCustoms Broker account, you must provide your name, residential address, phone number and email address. To make electronic payments to eCustoms Broker requires your credit card or debit card information. We also ask you to choose two different security questions to answer (such as your city of birth or your pet's name). This required information is necessary for us to process transactions, issue a new password if you forget or lose your password, protect you against credit card fraud and to contact you if we need to, when administering your account.

Information about You from Third Parties

To protect all our customers against potential fraud and to meet our legal obligations, we may use third parties to verify the information you provide. In the course of such verification we receive personally-identifiable information about you from such services. In particular, if you register a credit card or debit card with eCustoms Broker, we will use card authorisation and fraud screening services to verify that your card information and address matches the information that you supplied to eCustoms Broker and that the card has not been reported as lost or stolen.

Additional Verification

If we cannot verify the information that you provide, we ask you to send us additional information by fax (such as your driving licence, credit card statement and/or a recent utility bill or other information linking you to the applicable address), or to answer additional questions online to help verify your information.

Website Traffic Information

Because of the way that World Wide Web communication standards work, when you arrive at or leave the eCustoms Broker website, we automatically receive the Web address of the site that you came from or are going to. We also collect information on which pages of our website you visit while you are on the eCustoms Broker site, the type of browser you use and the times you access our website. We use this information to try to understand our customers' preferences better and to manage the load on our servers, so as to improve our service and your experience with eCustoms Broker.

Our Use of "Cookies"

"Cookies" are small files of data that reside on your computer and allow us to recognise you as an eCustoms Broker customer if you return to the eCustoms Broker site using the same computer and browser. We send a "session cookie" to your computer if and when you log in to your eCustoms Broker account by entering your email address and password. We use these cookies to recognise you if you visit multiple pages in our site during the same session, so that you don't need to re-enter your password multiple times. Once you log out or close your browser, these session cookies expire and no longer have any effect.

We also use longer-lasting cookies to display your email address on our sign-in form so you don't have to retype the email address each time you log in to your eCustoms Broker account. Our cookie files are encoded so that your email address and other information can only be interpreted by eCustoms Broker.

Customer Service Correspondence

If you send us correspondence, including emails and faxes, we retain such information in the records of your account. We will also retain customer service correspondence and other correspondence from eCustoms Broker to you. We retain these records so that we can measure and improve our customer service and investigate potential fraud and violations of our User Agreement. We may, over time, delete these records as permitted by law.

Questionnaires, Surveys and Profile Data

From time to time, we offer optional questionnaires and surveys to our users for such purposes as collecting demographic information or assessing users' interests and needs. The use of the information collected will be explained in detail in the survey itself. If we collect personally-identifiable information from our users in these questionnaires and surveys, the users will be given notice of how the information will be used prior to their participation in the survey or questionnaire.

C. Our Use and Disclosure of Information

Internal Uses

Our primary purpose in collecting personal information is to provide you with a safe, smooth, efficient, and customised experience. You agree that we may use your personal information to:

- Provide the services and customer support you request;
- Prevent potentially prohibited or illegal activities, and enforce our User Agreement;
- Customise, measure, and improve our services and the content and layout of our website;
- Tell you about service updates, targeted marketing and promotional offers based on your communication preferences;
- Compare information for accuracy, and verify it with third parties.

Promotional Use

We may at times display our client's company logos or any information submitted to us via electronic communication, including testimonials, for promotional purposes. All such information will be considered to be voluntarily submitted as non-confidential and non-proprietary information for use by eCustoms Broker. All personally identifying information contained within any provided information will be removed or changed to protect the privacy of the individual providing the aforementioned information.

Subject to its legal obligations relating to privacy, eCustoms Broker is free to distribute, copy, disclose or otherwise use any user provided information at its sole discretion, whether for commercial or non-commercial purposes and without liability or compensation to any person or entity.

Disclosure to Third Parties Other Than eCustoms Broker Customers

eCustoms Broker will not sell or rent any of your personally-identifiable information to third parties. eCustoms Broker will not share any of your personally-identifiable information with third parties except in the limited circumstances described in paragraphs 1 to 7 below, or with your express permission. These third parties are limited by law or by contract from using the information for secondary purposes beyond the purposes for which the information is shared.

1. We share information with companies that help us process the transactions you request or protect our customers' transactions from fraud. For example, we may report your credit card number to a service that screens for lost and stolen card numbers. See "Information About You From Third Parties" in Section B above.
2. We may disclose the information we collect (but not credit card information), as described in Section B above, to companies that perform marketing and other services on our behalf, such as companies that conduct user surveys. These companies are subject to confidentiality agreements with us and other legal restrictions that prohibit using the information except to market the specified eCustoms Broker related products or services, unless you have affirmatively agreed or given your prior permission for other uses. We also require that these companies meet our standards in relation to maintaining adequate information security.
3. We disclose information that we in good faith believe is appropriate to cooperate in investigations of fraud or other illegal activity, or to conduct investigations of violations of our User Agreement.
4. We disclose information as required to comply with law, including but not limited to in response to a subpoena, warrant, court order, levy, attachment, order of a court-appointed receiver or other comparable legal process.
5. We disclose information to your agent or legal representative (such as the holder of a power of attorney that you grant, or a guardian appointed for you).
6. We share aggregated statistical data with our business partners or for public relations. For example, we may disclose that a specific percentage of our users live in Queensland. However, this aggregated information is not tied to personally-identifiable information.
7. As with any other business, it is possible that eCustoms Broker in the future could merge with or be acquired by another company. If such an acquisition occurs, the successor company would have access to the information maintained by eCustoms Broker, including customer account information, but would continue to be bound by this Privacy Policy unless and until it is amended as described in Section A above.

Our Contacts with eCustoms Broker Customers

We send users regular emails to provide requested services and we also communicate by phone to resolve customer complaints or investigate suspicious transactions. We use your email address to confirm that you have opened an eCustoms Broker account, to send you notice of status of services we provide, to send information about important

changes to our products and services and to send notices and other disclosures required by law. Generally, users cannot opt out of these communications, but they will mainly be for information purposes, rather than promotional.

We also use your email address to send you other types of communications that you can control, including customer surveys and notice of special third-party promotions. You can choose whether to receive some, all or none of these communications when you complete the registration process, or at any time after that, by logging in to your account on the eCustoms Broker website and changing your preferences in account profile. You can also use the same procedure to change your choices at any time.

In connection with independent audits of our financial statements and operations, the auditors may seek to contact a sample of our customers to confirm that our records are accurate. However, these auditors cannot use personally-identifiable information for any secondary purposes.

Internet Address Information

We use IP addresses, browser types and access times for security purposes and to analyse trends, administer the site, improve site performance and gather broad demographic information for aggregate use.

D. Information Security

eCustoms Broker is committed to dealing with your customer information with high standards of information security. We use computer safeguards such as firewalls and data encryption, we enforce physical access controls to our buildings and files, and we authorise access to personal information only to specific employees who need it to fulfill their job responsibilities.

The security of your eCustoms Broker account also relies on your protection of your eCustoms Broker password. You cannot share your eCustoms Broker password with anyone. If you do share your eCustoms Broker password with a third party for any reason, the third party will have access to your account and some of your personal information and you may be responsible for actions taken by the third party using your password. If you believe someone else has obtained access to your password, please change it immediately by logging in to your account at www.ecustomsbroker.com.au and changing your profile settings and also contact us right away as described in Section F below. eCustoms Broker will never ask you to send your password or other sensitive information to us in an email, though we may ask you to enter this type of information on the eCustoms Broker website, which will always have a URL beginning with <https://www.ecustomsbroker.com.au>

Any email or other communication requesting your password, asking you to provide sensitive account information via email, or linking to a website with a URL that does not begin with <https://www.ecustomsbroker.com.au> should be treated as unauthorised and suspicious and should be reported to eCustoms Broker immediately by sending it to spoof@ecustomsbroker.com.au

E. Accessing and Changing Your Information

You can review the personal information you provided to us and make any desired changes to that information, or to the settings for your eCustoms Broker account, at any time by logging in to your account on the eCustoms Broker website and changing your preferences in the Profile section of the "My Account" page. You can also close your account through the eCustoms Broker website. If you close your eCustoms Broker account, we will mark your account in our database as "Closed," but will keep your account information in our database. This is required by Australian Customs Law. However, if you close your account, your personally-identifiable information will not be used by us for any further purposes, nor sold to or shared with third parties, except as necessary to assist law enforcement, or as required by law.

F. Contacting Us

If you have any questions about this privacy statement, eCustoms Broker' information practices, or your dealings with eCustoms Broker, you can contact us online using the contact form available from the header of any eCustoms Broker page or call our freecall number 1800 670 978 or write to us, "Attention: eCustoms Broker, Suite 2901 Chifley Tower, 2 Chifley Square, Sydney NSW 2000.