



# OSS DATA (PRIVACY) AND PROTECTION POLICY

FD51\_S77Q

Effective: October 2024

Rev No: Version V23

## PURPOSE

OSS Worldwide Movers Pty Ltd (“OSS”, “we”, “us”, “our”) is committed to protecting personal information in compliance with the Privacy Act 1988 (Cth), including the Australian Privacy Principles (APPs), and the FIDI FAIM 2022 Standard. This policy sets out how OSS manages, collects, stores, uses, discloses, and disposes of personal information relating to:

- Employees, contractors, clients, suppliers, agents, and third parties.
- Data processed in the course of international and domestic relocation services, storage, insurance, and related business operations.

## NOTICE COLLECTION AND MANAGEMENT OF INFORMATION

When collecting personal information, OSS will provide clear and timely notice about:

- The type of information being collected.
- The purpose of collection and use.
- Potential disclosures to third parties, including overseas recipients.
- The individual’s rights under the APPs and this policy.
- Personal information will only be collected with informed consent, unless otherwise authorised by law.
- Individuals can opt out of non-essential communications.
- Consent for overseas disclosure will be obtained when required by law or FAIM standards.
- Privacy risks are reviewed annually as part of OSS’s risk management framework.
- Training is provided to all employees handling personal data.

We may collect:

- Personal identifiers (e.g. name, address, passport details, contact details).
- Financial data (e.g. billing details, payment history).
- Employment details (for staff and contractors).
- Service-related data (inventory lists, shipping documents, insurance policies).

Collection methods include direct forms, contracts, digital submissions, and third-party referrals necessary for service delivery.

Personal information will only be used for:

- Quoting, booking, and delivering removal/relocation, storage, and insurance services.
- Compliance with legal and regulatory obligations (e.g. Australian Border Force, taxation).
- Internal quality control, audits, and service improvement.
- Fraud detection, security, and risk management.

## ACCESS, RETENTION AND DISPOSAL OF INFORMATION

- Personal information will be retained only as long as necessary for business or legal purposes.
- Retention schedules will align with Australian law and FAIM 2022 requirements.
- Secure disposal methods include certified document destruction and permanent digital erasure.



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- Individuals may request access to or correction of their personal information at any time by contacting one of OSS's Privacy Officers.
- Access will be provided unless restricted by law.
- Requests will be responded to within 30 days, consistent with APP requirements.

## RETENTION AND DISPOSAL OF INFORMATION

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Personal information may be disclosed to:

- Agents, shipping companies, insurers, subcontractors, and trusted service providers.
- Regulators and authorities where legally required.
- Overseas partners where relocation services demand it.

OSS requires third parties to adhere to equivalent privacy standards under written agreements.

- Technical safeguards include firewalls, multi-factor authentication, intrusion detection, and encrypted communications.
- Physical safeguards include restricted access, secure premises, and locked storage.
- Access to personal data is role-based and reviewed quarterly.

## QUALITY & MONITORING

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- Personal data is maintained for accuracy, completeness, and currency.
- OSS conducts annual privacy audits under FAIM 2022 standards.
- Monitoring includes testing of data protection controls and reporting on non-conformities.

## ENFORCEMENT AND COMPLAINTS

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- Individuals may raise complaints with the Privacy Officer at [contactus@ossworldwide.com](mailto:contactus@ossworldwide.com)
- Complaints will be acknowledged within 7 days and resolved within 30 days.
- If unresolved, individuals may escalate complaints to the Office of the Australian Information Commissioner (OAIC).

## VARIATION AND REVIEW

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OSS World Wide Movers Pty Ltd. reserves the right to vary, replace or terminate this policy from time to time. Unless altered earlier due to updated requirements, this policy will be reviewed annually.

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**END OF DOCUMENT**

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