

PRIVACY POLICY

Effective Date: April 30, 2025

ARRIVEE AU PTY LTD (ARRIVEE)

ARRIVEE (“we”, “us” or “our”) is very serious about complying with the *Privacy Act 1988* (the Act) in relation to the protection of your personal information.

This Privacy Policy was created to explain how we may collect, hold, use, store, manage and disclose your personal information when you engage and interact with us, visit our website and official social media platforms, request for our services, or apply to work with us --- in every way that is in accordance with the Australian Privacy Principles (APP) under the Act.

By providing us with your personal information you consent and allow ARRIVEE to use and manage your information in accordance with this Privacy Policy. If you provide any personal information about another individual, ARRIVEE shall rely upon you to inform such individual of the details contained in this Privacy Policy.

Under the Privacy Act, “personal information” refers to information or an opinion about an identified individual, or an individual who is reasonably identifiable whether such information or opinion is true or not; and whether such information or opinion is recorded in a material form or not. The types and kinds of personal information we collect and hold about you depends on the nature of your engagement and dealings with us and the circumstances of collection.

We may collect and hold the following kinds of personal information about you, as our prospective client or client if you enter into an agreement and request our services:

- Your Name
- Occupation
- Employer / Company represented
- Mailing or Street Address
- Telephone Number
- Email Address and other contact details
- Your website or official social media platform
- Age or date of birth
- Your device ID, device type, geo-location information, IP address, standard web log information and similar information
- Details of the services you have enquired about and that we have provided to you, including any additional information necessary to provide you with such service and/or address your enquiry
- Any additional information relating to you that you provide to us directly through our website, or indirectly through your use of our website
- Information you provide to us through client surveys
- Any other personal information that may be required to facilitate our engagement with you

- We may collect and hold the following kinds of personal information about your members of staff, service providers and suppliers: their name, job title, business contact details of company representatives with whom we may engage with, banking details / financial information, to the extent that these assist with the service you require from us.

If you do not provide us with such personal information, then ARRIVÉE may be unable to provide you with the services you request.

Other information ARRIVÉE requests or as provided by you or a party nominated by you, when you engage with us or request to avail of our services, including as required under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (**AML/CTF Act**):

- other information relevant to our relationship with you, including name and contact details of your key people, professional representatives and information contained in documents that you may provide to us
- records of our interactions with you, including face to face meetings, telephone calls, videoconferences, emails and the like
- publicly available information
- your enquiries which are directly related to your engagement with ARRIVÉE, or other bodies to the extent that it is relevant to your engagement with us

Sensitive Information

We will not collect information about you that is “sensitive information”. This includes information about your health, biometrics, genetics, ethnic background, sexual preferences, criminal records, religious belief, religious affiliations, philosophical beliefs, professional memberships, trade memberships, political memberships and opinions unless you provide your consent, or we are authorised or required to do so by law.

We may collect, hold, use and disclose your personal information for the purpose of providing you with our services and respond to your enquiries.

Your Personal Information and ARRIVÉE Direct Marketing

ARRIVÉE’s selected business partners may send you direct marketing communications and information about our services. This may take the form of emails, SMS, mail or other forms of communication, in accordance with the Spam Act and the Privacy Act. You may opt-out of receiving marketing communications from ARRIVÉE by contacting us on contact@arrivee.com.au or by using the opt-out facilities provided when and if ARRIVÉE sends direct marketing communications.

Whom does ARRIVÉE disclose or share your personal information?

To the extent that it is relevant to the service you request or your relationship with us, we may disclose your personal information to:

- our employees and related bodies corporate
- third party suppliers and service providers (including providers for the operation of our websites and/or our business or in connection with providing our products and services to you)

- professional advisers and agents
- payment systems operators
- existing or potential business partners or representatives
- our sponsors or promoters of any competition that we may conduct leveraging off on our services;
- anyone to whom our assets or businesses (or any part of them) are transferred or sold
- specific third parties authorised by you to receive information held by us; and/or
- other persons, including government agencies, regulatory bodies and law enforcement agencies, or as required, authorised or permitted by law.

Disclosure of personal information outside Australia

We may disclose personal information to entities outside Australia such as New Zealand, the United States of America, the United Kingdom and member countries of the European Union. When we do so, we will endeavour to take reasonable measures to ensure that any overseas recipient(s) have privacy laws and practices that are comparable to Australia so that they will manage and deal with such personal information in a way that upholds the Australian Privacy Principles or in certain circumstances, we may rely on allowable exceptions under the Privacy Act in relation to the transfer. You agree to the disclosure of your personal information to overseas entities when you accept and agree to this Privacy Policy and access our products and services.

Using our website and cookies

We may collect personal information about you when you use and access our website.

While we do not use your browsing information to identify you personally, we may record certain information about your use of our website, such as: which pages you visit, the time and date of your visit and the internet protocol (IP) address assigned to your computer.

We may also use 'cookies' or other similar tracking technologies on our website that help us track your website usage and remember your preferences. Cookies are small files that store information on your computer or other device you use when you visit our website, such as your mobile phone. Cookies enable us to recognise you across different websites, services and browsing sessions. Cookies can be disabled through your internet browser although disabling cookies may mean that ARRIVEE website may not work as intended.

Cookies may also be used to allow ARRIVEE to collect data that may include personal information. For example, when a cookie is linked to your account, it will be considered personal information under the Privacy Act. As such, ARRIVEE will handle any personal information collected by cookies in the same way that we handle all other personal information as described in this Privacy Policy.

Security and Storage of your Personal Information

ARRIVEE may hold your personal information in electronic or hard copy. ARRIVEE takes reasonable steps to safeguard and protect your personal information from misuse, interference and loss, unauthorised access, modification or disclosure. ARRIVEE adopts reasonable means to apply physical, administrative, personnel and technical measures including the use of secured passwords and encryption to protect your personal information.

Links to External Websites or Third Parties

Our website may contain links to websites operated by external or third parties. Whilst ARRIVÉE endeavours to provide links only to websites we trust and which we believe upholds the Australian Privacy Principles, those links are provided for your convenience and to enhance your general knowledge on matters related to your engagement with us.

In the event that ARRIVÉE and its website or our correspondence may contain links to other websites or platforms, we kindly recommend that you check the security settings of such websites or platforms when you visit them. Whilst we take every precaution to ensure that these are safe and adhere to Australian Privacy Principles or similar privacy principles in their jurisdictions, ARRIVÉE cannot vouch for their entire safety of use.

In addition, because ARRIVÉE does not have oversight as to the maintenance or currency of such websites, unless expressly stated otherwise, ARRIVÉE is not responsible for the privacy practices or content found on those linked websites. ARRIVÉE has no control over or rights in those websites. Further, because the privacy policies that apply to those other websites may differ substantially from ARRIVÉE's Privacy Policy, we highly recommend that you read and acquaint yourself with the Privacy Policy of such website(s) beforehand and when perusing such websites.

Accessing or correcting your personal information

You can request to access the personal information ARRIVÉE holds about you by contacting us on privacy@arrivee.com.au. We may need to verify your identity when you request for your personal information held by ARRIVÉE. In instances where we may not be able to provide you access to all your personal information, ARRIVÉE will inform you why. If you believe that the personal information ARRIVÉE holds about you is incorrect or inaccurate, please let us know by contacting us on privacy@arrivee.com.au. ARRIVÉE will endeavour to take reasonable measures to ensure that the information we hold about you is correct and accurate.

Making a complaint

If you believe ARRIVÉE has breached the Privacy Act, or you wish to make a complaint about the way ARRIVÉE has handled your personal information, please contact us immediately on privacy@arrivee.com.au. Kindly ensure that you include your name, email address, mailing address, telephone number and clearly describe your complaint or concern. Our aim is to resolve your complaint within five (5) business days. We will notify you, if we believe we need more time to resolve your complaint.

We will acknowledge your complaint and respond to you within a reasonable period of time. In addition, we will provide you with information on further steps you can undertake if your matter is not resolved to your satisfaction.

Under the Privacy Act you may complain to the Office of the Australian Information Commissioner (OAIC) if you have raised a complaint with us and you're not happy with our response or have concerns about the way we handle your personal information. The contact details for the OAIC are set out below.

- Mail: Office of the Australian Information Commissioner, GPO Box 5288, Sydney NSW 2001
Phone: 1300 363 992
- Online: www.oaic.gov.au. Search the website for the Privacy Complaint Form.

Updates to the ARRIVEE Privacy Policy and How to Contact Us

ARRIVEE may update or revise this Privacy Policy as required. The revised Privacy Policy will be published on our website and shall be effective from date of publication.

Please do not hesitate to contact us should you have any further queries regarding the information in this Privacy Policy, or how we collect and manage your personal information.

You may contact or interact with us anonymously or using a pseudonym. For example, if you contact us about a general enquiry, we will not ask for your name unless we need it to adequately handle your enquiry. Also, please note that for most of our functions and activities and to comply with applicable anti-money laundering and counter-terrorism financing laws and regulations, we usually need your name and contact details.

You may contact us with your enquiry or concern by:

- Email: privacy@arrivee.com.au
- Mail: Privacy Officer, Arrivee AU Pty Ltd, Level 11, 37 York St, Sydney, NSW 2000