

NAKZ Logistics Pty Ltd

Privacy Policy

Australian Privacy Act 1988 Compliant

Effective Date: 23 June 2026

www.nakzlogistics.com.au

1. Introduction

NAKZ Logistics Pty Ltd (ABN: 79 696 489 264) ("we", "us", "our") is committed to protecting the privacy of individuals who interact with us, including clients, carriers, contractors, and visitors to our website at www.nakzlogistics.com.au. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information in accordance with the Australian Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

By using our website or engaging our services, you consent to the collection and use of your information as described in this Policy.

2. Who We Are

NAKZ Logistics Pty Ltd is a logistics brokerage business registered in Victoria, Australia. We act as an intermediary connecting clients who require freight and logistics services with licensed carriers and transport operators. We do not own or operate transport vehicles.

3. What Personal Information We Collect

We may collect the following categories of personal and business information:

3.1 Contact Information

- Full name and job title
- Email address
- Phone number (mobile and/or landline)
- Business mailing address

3.2 Business Details

- Company name and ABN/ACN
- Business type and industry
- Freight and logistics requirements
- Delivery addresses and consignment details
- Carrier licences and accreditations (for transport operators)

3.3 Website Usage Data

- IP address and browser type
- Pages visited and time spent on site
- Referral source and device type
- Cookie data (see Section 9)

4. How We Collect Your Information

We collect personal information in the following ways:

- Directly from you when you complete enquiry forms, request a quote, or contact us via email or phone
- When you register as a client or carrier on our platform
- Automatically through website cookies and analytics tools

- From third parties such as referees, credit reporting agencies, or carrier databases where permitted by law

5. Why We Collect and Use Your Information

We collect and use your personal information for the following purposes:

- To respond to enquiries and provide freight brokerage services
- To match client freight requirements with suitable carriers
- To prepare and issue quotes, invoices, and contracts
- To verify carrier credentials and compliance
- To communicate with you about your bookings and shipments
- To improve our website and service offerings
- To comply with legal and regulatory obligations
- To send you relevant updates or promotional communications (with your consent)

6. Disclosure of Your Information

We may disclose your personal information to:

- Licensed carriers and transport operators engaged to fulfil your freight requirements
- Our employees, contractors, and service providers who assist in operating our business
- Technology providers who host our website or business systems (including cloud-based platforms)
- Accounting, legal, and professional advisors
- Regulatory authorities and law enforcement bodies where required by law

We do not sell your personal information to third parties.

Where we disclose information to overseas recipients (for example, cloud infrastructure providers), we take reasonable steps to ensure those recipients comply with the APPs or equivalent privacy standards.

7. Data Security

We take reasonable steps to protect the personal information we hold from misuse, interference, loss, unauthorised access, modification, or disclosure. These measures include:

- Secure servers and encrypted communications
- Access controls limiting who can view personal data
- Regular review of our security practices

However, no data transmission over the internet can be guaranteed as completely secure. You provide information to us at your own risk.

8. Data Retention

We retain personal information for as long as it is needed for the purposes for which it was collected, or as required by law. When information is no longer needed, we take reasonable steps to destroy or de-identify it securely.

9. Cookies

Our website at www.nakzlogistics.com.au may use cookies to improve your browsing experience. Cookies are small text files stored on your device. We may use:

- Essential cookies – required for the website to function correctly
- Analytics cookies – to understand how visitors use our site (e.g., Google Analytics)

You can disable cookies through your browser settings; however, this may affect the functionality of certain parts of our website.

10. Your Rights

Under the Australian Privacy Act, you have the right to:

- Request access to the personal information we hold about you
- Request corrections to inaccurate, outdated, or incomplete information
- Opt out of receiving direct marketing communications at any time
- Lodge a complaint about how we handle your personal information

To exercise any of these rights, please contact us at: sales@nakzlogistics.com.au

11. Complaints

If you believe we have not handled your personal information in accordance with this Policy or the Privacy Act, please contact us first at sales@nakzlogistics.com.au. We will investigate your complaint and respond within 30 days.

If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

12. Changes to This Policy

We may update this Privacy Policy from time to time. The most current version will always be available on our website at www.nakzlogistics.com.au. We encourage you to review this Policy periodically.

13. Contact Us

For any privacy-related enquiries, please contact:

NAKZ Logistics Pty Ltd

Email: sales@nakzlogistics.com.au

Website: www.nakzlogistics.com.au

NAKZ Logistics Pty Ltd

Terms and Conditions

Freight Brokerage Services

Effective Date: 23 June 2026

www.nakzlogistics.com.au

1. Introduction and Acceptance

These Terms and Conditions ("Terms") govern the relationship between NAKZ Logistics Pty Ltd (ABN: 79 696 489 264) ("NAKZ Logistics", "we", "us", "our") and any person or entity ("Client", "you", "your") who accesses our website at www.nakzlogistics.com.au or engages our logistics brokerage services.

By accessing our website or engaging our services, you agree to be bound by these Terms. If you do not agree to these Terms, please do not use our website or services.

2. About Our Services

NAKZ Logistics Pty Ltd is a logistics brokerage that acts as an intermediary between clients with freight requirements and licensed carriers and transport operators ("Carriers"). We do not own, operate, or control any transport vehicles. Our role is limited to:

- Receiving and assessing freight requirements from clients
- Sourcing suitable Carriers from our network
- Coordinating bookings and documentation between clients and Carriers
- Providing quotes and managing invoicing

NAKZ Logistics is not a freight carrier and is not liable for the physical transport, handling, or delivery of goods. Responsibility for the actual transport of goods rests with the engaged Carrier.

3. Quotes and Pricing

All quotes provided by NAKZ Logistics are:

- Estimates only and subject to change based on factors including weight, volume, route, fuel levies, and carrier availability
- Valid for the period stated in the quote, or 7 days if no period is specified
- Subject to the Carrier's terms and conditions

Additional charges may apply for services not included in the original quote, including but not limited to: re-delivery, storage, dangerous goods handling, tail-lift services, or remote area surcharges. We will notify you of any additional charges as soon as reasonably practicable.

4. Client Obligations

As a client, you agree to:

- Provide accurate and complete information about the goods to be transported, including weight, dimensions, nature of goods, and any special handling requirements
- Ensure goods are properly packaged and labelled in accordance with all applicable laws and Carrier requirements
- Disclose if goods are dangerous, hazardous, or subject to any regulatory restrictions
- Provide accurate pick-up and delivery addresses and ensure authorised personnel are available at designated times
- Pay all invoices by the due date

You acknowledge that failure to provide accurate information may result in delays, additional charges, or refusal of service. NAKZ Logistics accepts no liability for loss, damage, or delay caused by inaccurate or incomplete information provided by the Client.

5. Dangerous and Prohibited Goods

You must not request the transportation of prohibited goods or goods that are illegal to transport under applicable Australian laws and regulations. You must disclose all dangerous goods in accordance with the Australian Dangerous Goods Code (ADG Code) and all relevant state and federal legislation.

NAKZ Logistics reserves the right to refuse any booking involving goods it reasonably considers dangerous, hazardous, or non-compliant with applicable regulations.

6. Liability and Limitation

6.1 Carrier Liability

The transport of goods is carried out by independent Carriers. Carriers may have their own terms and conditions, which apply to the carriage of your goods. You may be required to accept a Carrier's terms before a booking is confirmed.

6.2 Our Liability

To the maximum extent permitted by Australian law, NAKZ Logistics' liability is limited to:

- Re-performing the brokerage services, or
- Refunding the brokerage fee paid for the relevant service

NAKZ Logistics is not liable for any loss, damage, theft, delay, or destruction of goods during transit. We strongly recommend clients arrange appropriate freight insurance for all shipments.

6.3 Consequential Loss

To the maximum extent permitted by law, NAKZ Logistics excludes all liability for indirect, special, incidental, or consequential loss or damage arising from the use of our services or website, including but not limited to loss of revenue, loss of profits, or loss of business opportunity.

6.4 Consumer Guarantees

Nothing in these Terms excludes, restricts, or modifies any rights or guarantees you may have under the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)) that cannot be lawfully excluded.

7. Freight Insurance

NAKZ Logistics does not provide freight insurance. We strongly recommend that all clients arrange adequate freight insurance to cover their goods during transit. We can assist in providing referrals to freight insurance providers upon request.

8. Payment Terms

- Invoices are payable within the timeframe specified on the invoice (typically 14 days from invoice date unless otherwise agreed in writing)
- Payment must be made by the method specified in the invoice (EFT, credit card, or as otherwise agreed)

- Late payments may attract interest at the rate of 10% per annum, calculated daily from the due date
- We reserve the right to suspend services for accounts with outstanding overdue invoices
- Any disputed invoices must be raised in writing within 7 days of receipt

9. Cancellations and Changes

Cancellation and amendment policies depend on the Carrier's terms and the stage of the booking. You agree to:

- Notify us as soon as possible of any changes to a booking
- Accept that cancellation fees may apply depending on the notice period and Carrier requirements
- Be liable for any costs already incurred by NAKZ Logistics or the Carrier at the time of cancellation

10. Website Use

Your access to and use of the NAKZ Logistics Pty Ltd website at www.nakzlogistics.com.au is subject to the following conditions:

- You must not use the website for any unlawful purpose
- You must not attempt to gain unauthorised access to any part of the website or its underlying systems
- You must not transmit any harmful, offensive, or disruptive content through the website
- We do not warrant that the website will be error-free, uninterrupted, or free from viruses or harmful components

We reserve the right to suspend or terminate access to the website at any time without notice.

11. Intellectual Property

All content on our website, including text, graphics, logos, images, and software, is the property of NAKZ Logistics Pty Ltd or its licensors and is protected by applicable Australian and international intellectual property laws. You must not reproduce, copy, modify, or distribute any content from our website without our prior written consent.

12. Privacy

We collect and use your personal information in accordance with our Privacy Policy, available at www.nakzlogistics.com.au. By using our services, you consent to the collection and use of your information as described in that policy.

13. Governing Law and Dispute Resolution

These Terms are governed by and construed in accordance with the laws of the State of Victoria, Australia. You agree to submit to the exclusive jurisdiction of the courts of Victoria.

In the event of a dispute, the parties agree to first attempt to resolve the matter through good faith negotiation. If a resolution cannot be reached within 30 days, either party may refer the matter to mediation before commencing legal proceedings.

14. Severability

If any provision of these Terms is found to be invalid, illegal, or unenforceable, that provision shall be severed from the Terms and the remaining provisions shall continue in full force and effect.

15. Changes to These Terms

We may update these Terms from time to time. Updated Terms will be posted on our website at www.nakzlogistics.com.au with a revised effective date. Continued use of our services after such changes constitutes your acceptance of the updated Terms.

16. Contact Us

For any questions about these Terms, please contact:

NAKZ Logistics Pty Ltd

Email: sales@nakzlogistics.com.au

Website: www.nakzlogistics.com.au