



Privacy Policy

Secure Transport Ltd — How we collect, use and protect your personal information

Last updated: July 2026 | Compliant with the Privacy Act 2020 (New Zealand)

Secure Transport Ltd is committed to protecting your privacy and handling your personal information with care, in accordance with the Privacy Act 2020 (New Zealand).

1. WHAT INFORMATION WE COLLECT

We collect personal information necessary to provide our freight and logistics services, including:

- Contact details — name, email, phone, postal and physical address
- Business information — company name, NZBN, GST number, nature of business
- Freight details — pickup and delivery addresses, item descriptions, dimensions, weight
- Financial information — payment history, credit information (for credit account holders)
- Trading references — contact details of references provided in account applications
- Website usage — IP address, browser type, pages visited (collected via cookies)

2. HOW WE USE YOUR INFORMATION

We use your personal information to:

- Provide, manage and improve our freight and logistics services
- Process and respond to quote requests and bookings
- Invoice and manage payment for services
- Assess credit applications and manage credit accounts
- Communicate with you about your freight, account or our services
- Send you information about services or updates (you may opt out at any time)
- Meet our legal and regulatory obligations

3. WHO WE SHARE YOUR INFORMATION WITH

We do not sell your personal information to third parties. We may share your information with:

- Service providers — IT systems, email services, accounting software
- Credit and reporting agencies — for credit assessment purposes
- Legal and professional advisers — lawyers and accountants
- Government agencies — where required by law
- Business successors — in the event of a sale or merger

4. STORAGE & RETENTION

Your personal information is stored securely within New Zealand. We retain it for as long as necessary to fulfil the purposes for which it was collected, including meeting any legal, accounting or reporting obligations. When no longer required, we take reasonable steps to securely destroy or de-identify it.

5. YOUR RIGHTS

Under the Privacy Act 2020, you have the right to:

- Access the personal information we hold about you
- Correct any inaccurate or incomplete information
- Request deletion of your personal information (subject to legal obligations)
- Withdraw consent to marketing communications at any time
- Make a complaint to the Office of the Privacy Commissioner (www.privacy.org.nz)

To exercise any of these rights, contact us at info@securetransport.co.nz or 09 444 1243. We will respond within 20 working days.

6. COOKIES & WEBSITE ANALYTICS

Our website uses cookies to improve your browsing experience. We use essential cookies (necessary for the website to function) and analytics cookies (to understand visitor behaviour). You can control cookie settings through your browser.

7. CONTACT US & COMPLAINTS

For questions about this Privacy Policy, or to access, correct or request deletion of your personal information:

Secure Transport Ltd

20b Corinthian Drive, Albany, Auckland

09 444 1243 | info@securetransport.co.nz

If you are not satisfied with our response, you may contact the Office of the Privacy Commissioner at www.privacy.org.nz.

We may update this Privacy Policy from time to time. Changes will be posted on our website with an updated date.