

Stuck Privacy Notice

Last updated: July 2025

1. Overview

At Stuck (**Stuck, we, us**), we know your privacy is important. That's why this Privacy Notice sets out how and why we handle your personal information and when we are responsible for it. Stuck is a Messenger Services Limited brand that is part of the Freightways Group.

To make it easier to understand, we've **summarised** our approach in this Overview section, with more detail set out in the following sections. To clarify, "personal information" means any information about an identifiable individual. It doesn't need to name you if you are still identifiable in other ways.

- This Privacy Notice **only applies** to the personal information that we control and are responsible for – like the information we collect when you interact with us. It doesn't apply where we **process** your personal information on **behalf of others**, like where we arrange the delivery of goods to you on behalf of our customers. Please check their privacy notices/statements to understand how they handle your information.
- We **collect** a range of personal information to provide our services, including your contact details, payment and credit reference information, CCTV footage when you visit our premises and information about your use of our services.
- **We use your information** so we can collect and deliver your parcels, open an account for you, enable you to buy our products and services, keep staff and visitors safe, communicate with you, understand how to improve our websites and otherwise to help run and improve our business.
- We mostly collect personal information **directly from you** when you interact with us. You don't have to give us all the information we ask for, but that might mean you're not able to access our full range of products and services.
- **We protect your information** and delete it once we no longer need it for a valid business purpose.
- **We may share your information** with credit reference agencies (where individual credit checking is necessary), and in limited circumstances with other members of the Freightways Group. We share personal information with our IT and professional service providers who help us run our business, but typically they only process this information on our behalf and do not use or disclose it for their own purposes.
- **You have rights** to request access to your personal information and for it to be corrected. You can contact us at privacy@freightways.co.nz to exercise those rights and with any concerns.

2. Scope

This Privacy Notice **only** applies where **we are responsible** for your personal information.

- For example, where we collect your personal information when you interact with us directly or as a representative of a customer, when we collect parcels from you, when you purchase our products, when you visit us in person and when you interact with us online.

This Privacy Notice does **not** apply where we only **process** your personal information as agents and on **behalf of others** - like our customers where we are arranging the delivery of goods for them.

- For example, if you purchase goods from one of our customers, they will share with us the information we need to arrange the delivery of those goods on their behalf. That may include your name, email address, phone number, delivery address, alternative delivery address, delivery instructions (like building or gate codes), and proof the goods have been delivered (like your signature and/or a photo of the delivered goods at your property). For international deliveries, we may also need to x-ray the goods to check for illegal and unsafe contents and complete customs declarations on behalf of our customers. We process these kinds of information to provide, maintain and improve our delivery services. We don't control that information and we don't use or disclose it for our own purposes.
- We also use third party "delivery link" agents as parcel collection and delivery points in regional areas. In the same way that we operate as data processing agents on behalf of our customers, our delivery link agents also process personal information on behalf of us and our customers.

Our customers remain responsible under the Privacy Act for the information they give us to enable us to arrange deliveries on their behalf. Please refer to their privacy notices or statements to understand how they handle your personal information. If you want to exercise any of your privacy rights in relation to their processing of your information, you will need to direct your enquiries to the relevant organisation.

Please also note that this Privacy Notice should be read in conjunction with any agreement you or your organisation already has in place with us, as well as any terms and conditions that are applicable to the provision of our services.

3. What personal information do we collect and why?

We collect the following types of personal information for the following reasons.

To open an account with us:

- We need your contact details, physical and postal addresses and telephone numbers so we can open an account for you. Where you are opening an account on behalf of an organisation (like your employer), we'll also need the full legal name of the organisation, details of what type of entity it is and the nature of its business.

- We will also request contact details of those within a customer organisation with a key role in the service relationship, such as directors, key courier service users and accounts payable contacts.

So we can collect and deliver your parcels:

- Where you are the sender of a parcel, we need your contact details, including your name, email address and phone number and collection address and instructions. That information enables us to pick up your parcels and deliver them for you. Where the sender is a business, these will be the contact details of the business's representative, including their role/job title. We also use this information to maintain our delivery records, investigate, assess and respond to any claims for lost or damaged goods and arrange the collection and return of faulty goods to the sender.
- We also need details of the quantity, weight and volume of parcels we are delivering on your behalf and a description of the contents so we can comply with our obligations under the Land Transport Rule: Dangerous Goods 2005 and our Conditions of Carriage.

So you can buy products and services:

- We need your (or your organisation's) bank account details so we can process your orders, obtain payment and, where necessary, recover any debt owed to us.
- We may need to use your personal information and credit reference details to carry out credit checks.
- In very limited circumstances we may collect – but do not record - credit card details where casual customers order products, like prepaid bags. Otherwise we use a global payment solutions provider offering secure transaction processing for all credit card payments.

To keep staff and visitors safe when you visit us:

- We collect your name, phone number, company name, who you are visiting and the date and duration of your visit when you visit our properties. If you are parking on site, we may also collect your car registration number.
- We may also collect CCTV footage of you on our sites.

So we can communicate with you:

- If you call, email or otherwise contact us, we'll collect your contact details, recordings of telephone calls and the contents of email and other written correspondence that you send to us. We use this information to answer your queries and for training and quality assurance purposes.
- We may hold your contact and company details if we have talked to you about providing our services but you've not yet opened an account with us.

- We may send you marketing or promotional communications about our products, services, or brand. Please let us know if you do not wish to receive such communications by emailing us at privacy@freightways.co.nz.

To help us understand how to improve our websites and self-service portals:

- To help us understand how people use our website, self-service portals and other online presences (**online properties**), and to make our content more relevant and useful to you, we collect data from the device you use to access our online properties, including your IP address, operating system and browser details, login information, search terms, screen and device settings (such as the point and scroll settings of your mouse) and time zone settings.
- We also use cookies and other mechanisms to understand which of our web pages you visit, what pages and links you click on, what you search for, what actions you take and the websites you visit before and after visiting our online properties, including the dates and times. You can disable cookies at any time by changing your browser settings but please be aware that this may mean not all of the functions of our online properties will be available to you.
- This information helps us to maintain and develop our online properties, including for troubleshooting, data analysis, testing, research, security, statistical and survey purposes.

To help us run and improve our business:

- We may use personal information to develop and improve our products, services and processes, to understand and connect with our customers and to better understand the effectiveness of our advertising.
- We may use your personal information to help us maintain and develop our business systems, processes and infrastructure, including for research, quality control and staff training purposes.
- We may share your personal information with other members of the Freightways Group of companies to optimise the design and delivery of products and services across the Freightways Group and to contact you about further products and services that we believe are likely to be of interest to you. You can find more information about the Freightways Group [here](#).
- We may need your personal information to meet our various legal obligations, including compliance with the Dangerous Goods Act 1974 and the Health and Safety at Work Act 2015.
- Where necessary, we may need to use personal information to manage and resolve applicable legal or commercial complaints and issues.
- We may also collect and use your personal information for other purposes where you have authorised us to do so or we are permitted or required to do so by law, including in connection with legal proceedings or the prevention, detection or prosecution of crime or fraud.

4. What happens if I don't give you my information?

You don't have to provide us with all the personal information we request. But if you choose not to share your information, we might not be able to make all our products and services available to you. For example, if you don't give us your contact and collection details, we won't be able to set up an account for you or arrange for your parcels to be collected or delivered.

You can opt out of receiving marketing and promotional email and text messages by clicking on the available "unsubscribe" links in those messages or by emailing us at privacy@freightways.co.nz.

5. Where do you get my personal information from?

We mostly collect your personal information directly from you. We may also need to collect your personal information from third parties where it is unreasonable or impracticable for us to collect that information directly from you.

6. Who do you share my information with?

We share your personal information with the following types of organisations to help us provide our products and services to you. These organisations are required to only use the personal information we disclose to them for the purpose of supporting the services that we provide to you.

IT and professional service providers: We share your personal information with technology service providers that help us to provide our products and services. For example, service providers that host or maintain our underlying IT, infrastructure and hosting services, data centres and communications systems, as well as the agents and business partners that enable us to perform our business activities. However, mostly those service providers will be processing your personal information on our behalf as agents and in circumstances where we remain responsible for it at all times.

Credit reference agencies: We share our customers' credit information, which may include personal information, with credit references agencies for credit checking purposes. They may share that information with other organisations and keep a record of the searches made against the customer's name. For most customers, those will be credit reference details for the organisation rather than an individual and will not involve much, if any, personal information. But if you open a sole trader account, this will involve the sharing of your personal and credit reference information.

Sharing within the Freightways group: As noted in section 3 above ("What personal information do we collect and why?"), we may also share your personal information with other entities in the Freightways Group to optimise the design and delivery of our products and services across the group and to identify further products and services that we believe are likely to be of interest to you.

Other disclosures: We may also share your personal information with other third parties where:

- we have your consent and/or authorisation, including where you have asked us to do so
- the disclosure directly relates to the purpose for which we collected the information
- we reasonably believe there is a serious threat to someone's life, health or safety
- there is a proposed purchase, sale or merger of our business or assets
- we are required or permitted by law to do so, including for the purposes of fraud protection and credit risk reduction.

7. How do we secure your information?

We make sure that your personal information is held in controlled and secure environments. We use appropriate technical, organisational and administrative security measures to protect the personal information we hold from loss, misuse, and unauthorised access, disclosure, alteration and destruction.

8. How long do we keep your information?

We keep your information for as long as we are required to by law and after that for as long as we have a valid reason to retain it. This is a case-by-case determination depending on things like the nature of the data, why it was collected and our legal or operational requirements.

9. Your rights

You have the right to ask for a copy of any personal information we hold about you and to ask for it to be corrected if you think it's wrong. To make a privacy request, update your information or tell us about any concerns, please email us at privacy@freightways.co.nz. We may need to verify your identity before releasing or correcting your personal information so we can make sure it relates to the right person.

We may also need to charge our reasonable costs for providing copies or correcting the requested information. We'll only withhold information for limited reasons and we'll explain why if this happens. We'll make suitable corrections that we can reasonably make, and if we can't make the requested change we'll note this on the relevant personal information.

10. Your concerns

If you have any queries about how we handle your personal information, please email us at privacy@freightways.co.nz or write to us at:

Freightways House
32 Botha Road, Penrose
Auckland 1061.

If we can't resolve your privacy concerns to your satisfaction, you can contact the New Zealand Office of the Privacy Commissioner via their website www.privacy.org.nz or free phone at **0800 803**

909. Further information about how to file a complaint is available on the [Privacy Commissioner's website](#).

11. Changes to this Notice

We review this Privacy Notice regularly to ensure it remains accurate and up to date in terms of our operations and legal requirements. We may need to update it from time to time and when we do, we will publish the revised version at www.stuck.co.nz. We encourage you to check back frequently for any updates. The latest version and publication date will always be clearly marked. We will endeavour to communicate material changes that are directly relevant to you by email or website notification.