



# Policy 005

## Privacy Policy

Responsibility: CEO, CBAFF  
Effective: 7<sup>th</sup> April 2026  
Last updated: 7<sup>th</sup> April 2026

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### Introduction

Customs Brokers and Freight Forwarders Federation of New Zealand Incorporated (**CBAFF**) is committed to respecting your privacy.

This policy explains:

- when we might collect personal information from you and how we might collect that information;
- how we may use your personal information;
- how we will store your personal information;
- our use of cookies and analytics tools in connection with our website;
- your rights to request access to and correction of your personal information; and
- how you can contact us if you have any other questions.

In this policy:

- **we, us, and our**, refers to CBAFF. For more information about us please see the "Contact us" section below.
- **personal information** means identifiable information about you and your employees, officers and agents, for example your name, email, address, telephone number and so on. If you cannot be identified (for example, when personal information has been aggregated and anonymised) then certain parts of this policy may not apply to that information; and
- **website** means our website and any of our online tool or applications.

### When and how we may collect your personal information

The ways we may collect your personal information can be categorised into:

1. Information you provide to us directly.
2. Information which is collected automatically.
3. Information we collect from third parties.

#### *01. Information you provide to us directly*

The information you may provide to us may include:

- data allowing us to get in contact with you and your employees, officers and agents. This data may include your, your employees', your officers', or your

agents', name, email address, telephone number, postal address, or communication preferences.

- information contained in or relating to any communication that you send to us or that we send to you. This data may include the communication content and metadata associated with the communication.
- website user member data. This data may include your login details, experience, current and previous company information, membership type, modification settings, location of offices, industry qualifications, area of focus, history of any proceedings, website settings and marketing preferences.
- information to enable us to determine eligibility and administer any programs, scholarships and awards offered by CBAFF.

If you choose not to provide us with your personal information, then some functions and features on our website may not be available to you.

## *02. Information collected automatically – use of cookies*

Our website may use "cookies", which are small data files that are stored on your computer when you visit a website. Cookies may be used in a variety of ways to enhance or personalise your online browsing experience. Cookies may be used to personalise your visits to this website, eliminate the need for you to repeatedly enter the same information, enable us to improve the content, reliability and functionality of this website, evaluate the effectiveness of the advertising on this website and track website usage patterns. Accepting a cookie will not give us access to any data on your computer other than the data stored in the cookie. You may configure your web browser to not accept cookies, however you may experience a loss of functionality as a result.

## *03. Information collected from third parties*

We may collect personal information about you from third parties with your consent or where otherwise permitted by law (for example, where the source of the information is publicly available). When it is necessary, we will notify you that we have indirectly collected your personal information and inform you of your various rights in accordance with our legal obligations as soon as reasonably practicable.

Where you provide us with any personal information about a third party, you must have that third party's consent to do so. By providing us any third-party personal information, you warrant that you have that third party's permission to provide that information to us.

## **How we use your personal information**

We will primarily use your personal information to:

- **membership:** provide you with any rights and/or benefits that correspond with your membership; and
- **engagement and support:** send you newsletters, invite you to events, training sessions, or other activities relevant to your interests or role, and to support our ongoing relationship with you.

We may also use your personal information:

- **business purposes** – for internal business purposes, such as improving our services offerings and providing you with offerings about our goods or services that may be of interest to you;
- **communications** – to monitor, respond to and/or keep records of our e-mail communications and other correspondence with you;
- **compliance** – in order to comply with any legal requirements or in order to protect your vital interests or the vital interests of another natural person;
- **customer support** – to support your use of our services, this may include assisting with the resolution of issues relating to the website, whether by email or otherwise;
- **marketing** – if you opt-in to receive information about our promotional offers and/or newsletters from us, we may use your personal information to contact you by email and/or post with the information you have opted-in to receive. Marketing can be delivered by a range of methods which may include mail, telephone, email or SMS. You can unsubscribe from our direct marketing, or change your contact preferences, by contacting us (see contact details below);
- **operations** – to operate, improve and enhance the website and our goods and/or services. We may analyse the use of our website or services to ensure our website and goods and/or services are provided in the most effective manner for you;
- **record keeping and reporting** – to create and maintain our databases, back-up copies of our databases and business records generally. We may also use your personal information to produce aggregated and anonymised analytics and reports, which we may share publicly or with third parties;
- **risk management** – where necessary for the establishment, exercise, or defence of legal claims. We may also use your personal information where necessary for the purposes of obtaining or maintaining insurance, managing risks and/or obtaining professional advice;
- **security** – to detect and/or prevent any illegal activity that may threaten us, or any of our services; and
- **transactions** – to provide our services, provide you with information in respect of our services, generate invoices and other payment-related documentation.

### How we may share your personal information

We may disclose your personal information:

- to third parties to enable us to confirm the validity of your membership as needed;
- to our related companies and advisory groups to the extent required to support the provision of goods and/or services to you or to otherwise create and maintain our databases and business records generally;
- to third parties who assist and enable us to use your personal information to support delivery of our goods and/or services to you;
- to regulators, law enforcement bodies, government agencies, courts or other third parties where it is necessary to comply with any legal requirements, or to exercise, establish or defend our legal rights;

- to third parties such as regulators (including the Civil Aviation Authority), affiliated entities, members, and trusted service providers to assist members in achieving or maintaining a Regulated Air Cargo Agent and/or a Known Customer status; and
- where the disclosure is otherwise required by law or in order to protect your vital interests or the vital interests of another natural person.

The third parties to whom we disclose your personal information may be located within or outside New Zealand. Where any disclosure is to an overseas third party we will only make that disclosure in accordance with the requirements set out in the Privacy Act 2020 (**Privacy Act**).

We may also disclose information about you to anyone else you authorise us to disclose that information to.

### **Your rights**

Under the Privacy Act, you have certain rights in connection with your personal information, including rights to request access to, and correction of, your personal information.

These rights are subject to certain limitations and exceptions as set out in the Privacy Act.

If you wish to exercise any of your rights described above, please contact our privacy officer using the details below.

### **Changes to this policy**

We may need to update this policy from time to time, including when necessary to reflect changes to this website, updates to our services or to reflect any change in law.

When we update this policy, we will revise the “Last updated” at the top of this policy. Where the changes are material, we will use reasonable endeavours to notify you – usually by prominently posting a notice of those changes on our website or by sending you an email.

### **Contact us**

Our contact details are Customs Brokers and Freight Forwarders Federation of New Zealand Incorporated (Society number 814727) of c/- William Buck (NZ) Limited, Level 4, 21 Queen Street, Auckland, 1010, New Zealand.

If you have any questions or concerns about this policy, you can contact us by:

- email at [admin@cbaff.org.nz](mailto:admin@cbaff.org.nz); or [ceo@cbaff.org.nz](mailto:ceo@cbaff.org.nz)
- write to us at c/- William Buck (NZ) Limited, Level 4, 21 Queen Street, Auckland, 1010, New Zealand.