



SHAFFI GLOBAL TRADE SOLUTIONS

Privacy Policy

Version: 1.0

Effective date: 07/05/2026

ABN: 52 110 894 221

Division: Shaffi Trade Solutions

Parent Company: Shaffico Pty Ltd

Contact: contact@shaffitrade.com

Website: www.shaffitrade.com

Section 1: Introduction

This Privacy Policy applies to **Shaffi Trade** Solutions, a division of Shaffico Pty Ltd, located at 3 Butler Drive, Hendon SA 5014 (“**Shaffi Trade**”, “we”, “us”, or “our”). **Shaffi Trade** provides Trading services to small businesses and individual consumers, including:

- Import of Agricultural Commodities
- Export of Metal Scraps and Industrial Materials
- Import of Mining Products and Industrial Chemicals
- International Trade Facilitation
- Supply Chain Management
- Basmati Rice and Produce Trading
- Limestone and Construction Materials Supply
- Trade Documentation and Compliance
- Buyer and Seller Connection Across Global Markets
- Third Country Trading

This policy explains how we collect, use, store, and disclose personal information in connection with the delivery of our services, in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**. This is our divisional policy and should be read alongside the **Shaffico Pty Ltd** Corporate Privacy Policy, available at www.shaffico.com.

By engaging **Shaffi Trade** for services, you acknowledge that your personal information will be handled in accordance with this policy.

Section 2: What Personal Information We Collect

2.1 Client and Contact Information

When you engage **Shaffi Trade** directly or enquire about our services, we may collect the following personal information:

- Your full name and business name (if applicable)
- Contact details including email address, phone number, and postal or business address
- Billing information such as invoicing details (we do not store payment card details directly)
- Trade enquiry details, business type and service requirements
- Any relevant documentation required to facilitate the agreed trade services
- Any other personal information you voluntarily provide while engaging with us.

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SHAFFI GLOBAL TRADE SOLUTIONS

2.2 Sensitive Information

Shaffi Trade does not seek to collect sensitive information as defined under the Privacy Act 1988 unless it is directly necessary for a specific trade engagement and you have provided explicit consent. If a trade engagement requires handling sensitive information, this will be identified and agreed upon in writing prior to commencement.

Section 3: How we collect personal information

Shaffi Trade collects personal information through the following means:

- Direct enquiries submitted via our website contact form at www.shaffitrade.com.au or by email to contact@shaffitrade.com.au
- Onboarding processes when you engage us for a service, including intake forms and project briefings.
- Ongoing communications during a service engagement, including email, phone, and messaging platforms
- Trade documentation and commercial information you provide to enable us to deliver agreed services
- In-person meetings or consultations.

We do not collect personal information through tracking cookies, behavioural analytics, or passive monitoring on our own website.

Section 4: Why We Collect Personal Information

Shaffi Trade collects and uses personal information for the following purposes:

- To respond to enquiries and provide quotes or proposals for services
- To deliver the import and export services you have engaged us to provide, including all associated trade, logistics and supply chain work.
- To communicate with you throughout a trade engagement, including progress updates and logistics.
- To manage ongoing trade relationships and supply arrangements as agreed.
- To manage invoicing, payments, and contractual obligations
- To facilitate third country trading arrangements on your behalf, strictly within the scope of written agreement.
- To improve our internal processes and service quality.
- To comply with our legal and regulatory obligations.

We will not use your personal information for any purpose unrelated to why it was collected, including direct marketing, unless you have given us your explicit consent.





SHAFFI GLOBAL TRADE SOLUTIONS

Section 5: Third-Party Tools and Service Providers

Shaffi Trade may use third-party platforms and logistics partners while delivering trade services. These may process client or trade data as part of normal operations. Additional partners may be engaged depending on the trade requirements and will be disclosed to you at the time of engagement where relevant.

We take reasonable steps to ensure that any third-party service providers we use are bound by appropriate privacy and confidentiality obligations. Where a third-party provider is based overseas or operates under a foreign jurisdiction, we will comply with our obligations under **APP 8 of the Privacy Act 1988** before disclosing your personal information to that provider

Section 6: Trade Engagements and Data Handling

Where **Shaffi Trade** facilitates import, export and third country trade on behalf of clients. All trade activities are conducted under explicit written agreement provided by the client prior to commencement.

The scope, limitations, and handling of any commercial or personal information encountered during a trade engagement will be treated with the utmost confidentiality, accessed only to the minimum extent necessary, and will not be retained beyond the completion of the engagement unless otherwise agreed in writing.

Section 7: How We Store and Protect Personal Information

Shaffi Trade takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. Our security measures include restricting access to personal information to staff and contractors who require it to perform their duties and using secure communication channels for sensitive trade and commercial information.

We retain information only for as long as necessary to for the purposes for which it was collected, or as required by law. When personal information is no longer needed, it is securely deleted or de-identified.

Section 8: Disclosure of Personal Information

Shaffi Trade does not sell, rent or trade your personal information. We may disclose personal information in the following circumstances:

- To **Shaffi Trade** staff and contractors who require it to deliver the agreed services
- To third-party logistics partners and trade agents used in delivering your trade services, as described in [Section 5](#)
- To the parent company Shaffico Pty Ltd for internal administrative and operational purposes.
- Where we are required or authorised to do so by law, a court order, or a government or regulatory authority.

We do not disclose personal information to overseas recipients beyond what is inherent in the use of third-party platforms described in [Section 5](#). Where such disclosure occurs, we will take reasonable steps to ensure that the recipient handles the information in accordance with the APPs.





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Section 9: Your Rights Under the Australian Privacy Principles

You have the right to request access to the personal information **Shaffi Trade** holds about you and to request that we correct any information is inaccurate, out of date, incomplete, or misleading. To make such request, please contact us using the details in [Section 11](#).

We will respond to access and correction requests within a reasonable timeframe and at no charge. In limited circumstances, we may decline a request where APPs permit us to do so, in which case we will provide written reasons for the decision.

Section 10: Complaints

If you believe **Shaffi Trade** has handled your personal information in a manner that does not comply with the **Privacy Act 1988 (Cth)** or **the Australian Privacy Principles**, you are encouraged to contact us in the first instance so we can attempt to resolve your concern promptly.

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 or by calling 1300 363 992

Section 11: Contact Us

For any privacy related enquiries, access requests, or complaints regarding **Shaffi Trade**, please contact us at

Shaffi Trade

Address: 3 Butler Drive, Hendon SA 5014, Australia

Email: contact@shaffitrade.com

Web: www.shaffitrade.com

For matters relating to the parent company, please refer to the Privacy Policy at www.shaffico.com, or a copy is available upon request at contact@shaffico.com.

Section 12: Notifiable Data Breaches

Shaffi Trade, as a division of Shaffico Pty Ltd, is subject to the **Notifiable Data Breaches (NDB) scheme** under **Part IIIC** of the **Privacy Act 1988 (Cth)**. Where a data breach is assessed as likely to result in serious harm, **Shaffi Trade** will notify the **Office of the Australian Information Commissioner (OAIC)** and all affected individuals as soon as practicable and without undue delay.

In the event of a suspected or confirmed data breach involving personal information we hold, we will take immediate action to contain the breach, assess the nature and extent of the information involved, and determine whether the breach is likely to result in serious harm to any affected individuals.

If you believe your personal information held by **Shaffi Trade** has been compromised, please contact us immediately at contact@shaffitrade.com

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Section 13: Updates to This Policy

Shaffi Trade may update this Privacy Policy from time to time to reflect changes in our services, legal requirements, or operational practices. The current version will always be available at www.shaffitrade.com.au. The effective date at the top of this document indicates when the policy was last revised. Material changes will be communicated to active clients where reasonably practicable.

Approved by:

Signature:

Sunny

Name (print):

Sartaj Hundal

Position:

Director

Date:

7-May-2026

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