



Privacy Policy



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Company Introductory Statement

Company History

Rayaan Trading Pty Ltd, trading as POLAR KOOL (PK) has been in business since 2018 and services numerous industries carrying frozen, chilled, dry goods across Local, Regional, and Interstate in NSW, QLD, and VIC.

PK resides in purpose-built facilities that have opened new markets for us in the area of pallet transport services and warehouse distribution.

Delivering Quality Service

Polar Kool is the complete supply chain solutions provider with our business divisions specialising in temperature-controlled storage, staffing solutions, and Pick-packing.

Our enthusiastic professional team place great emphasises on customer service, along with providing a speedy and efficient solution to meet the demand of your customers and you.

PK operates a 24 hour / 7 days a week service, with vehicles available at short notice, including holidays.

Company Objectives

- Build long term sustained relationships with our clients and assist them ingrowing their business.
- Concentrate on the service sector, providing added value through technology, superior service and tight operating controls.
- Build on existing strengths, seeking new opportunities based on proven and developed management skills.
- provide our employees with an interesting, satisfying and safe work environment providing personal growth opportunities and be a reasonable corporate citizen in our community.

Privacy Policy

Polar Kool understands that your privacy is important to you. This Privacy Policy describes the information we collect about you and how that information may be used.

In this Privacy Policy, and as required by the Australian Privacy Principles (“APPs”), we will explain the following:

- The kind of personal information that we collect and hold, and how we will do this.
- The purposes for which we may collect, hold, use and disclose personal information.
- How you may access your personal information and seek correction if necessary.
- How you may complain about a breach of the APPs and how we will deal with such a complaint.
- If we are likely to disclose personal information to overseas recipients and if so, the countries in which they are likely to be located.

Personal Information

You can communicate with us either verbally, in writing, or via online interactions without identifying yourself. You can visit any of our websites or interact via social media without providing Personal Information.

However, PK may ask for and collect Personal Information from you, if you choose to do any of the following things:

- Register with one of our websites.
- Request a quote from us.
- Establish a customer account facility with one or more of our businesses.
- Transact with us, either online or via traditional business interactions, including the purchasing or supplying of goods and/or services and associated activities.
- Lodge a complaint or a service query with us. While you are welcome to lodge a complaint anonymously or via a pseudonym, we may sometimes require sufficient information in order to respond appropriately.
- Participate in one of our competitions or promotions.

PK will only collect the minimum information necessarily required to fulfil our service commitments for you or to enhance our service to you.

PK may obtain the following Personal Information:

- Your Name
- Address
- E-mail address
- Phone numbers
- Facsimile number
- Information required to facilitate payment of any goods or services either being procured from you by PK or being supplied by PK to you.
- Other information required in relation to the provision of any goods and/or services being requested/supplied by or to a PK business.

Additional Information

PK may request (or collect where relevant) additional information for our marketing and research purposes, which may include (without limitation) :

- How you found out about one of our Sites
- Navigational data to monitor Site use and improve Site content
- Our product functionality preferences
- Details of PK products / services that you own or use (“Products”)

General statistical information may also be gathered and used to enhance the services offered by PK. Such information is used in aggregate with all other customers and does not relate to individual customers. We will not collect “sensitive information”, as defined by the APPs, unless you have given consent and such collection is reasonably necessary for our business activities.

If we receive any Personal Information from you that we did not request, then as soon as practical after we become aware, and if we may lawfully do so, we will destroy or de-identify that information, and will not keep any record of it.

You are free to ask us at any time to delete your Personal Information from our database, as explained in the “Opting-out” section below.

Possible use and disclosure of personal information

If you choose to give us Personal Information, PK may use it to support our customer relationship with you. For example, we may post or email to you from time-to-time information about Product upgrades, special offers, competitions, promotions and other new Products and services that we offer.

PK will not divulge your Personal Information to third parties without your consent, unless we are legally required to do so, for example to a government agency.

PK may disclose general or Personal Information (such as your address details) to our staff, contractors, related parties and / or trading partners where it is required in order to fulfil our service commitments for you or to enhance our service to you, and you would reasonably expect us to use such information for that purpose.

PK does not store any Personal Information overseas, nor do we disclose your Personal Information to any overseas based businesses, except where expressly required in order to fulfil our service commitments to you (eg: address details on an overseas delivery).

Security of your personal information

PK will take reasonable steps to keep your Personal Information confidential and to protect it from misuse, unauthorised access, modification or disclosure. We have implemented and will continue to maintain current standards of technology and operational security to protect your Personal Information.

Opting out and updating personal information

If you wish to opt out of receiving direct marketing communications from us, you may do so at any time by using the “Unsubscribe” link on the relevant communication. If you wish to update your Personal Information (such as your postal or email address or phone number), you may do so by contacting the relevant business unit(s).

If you wish to remove all your Personal Information from our systems, please contact the business unit(s) you are dealing with. Contact details for all business units may be found on the PK website. Alternately you may phone PK administration on [1800 04 68 41](tel:1800046841) or email Info@polarkool.com.au

Third party links

Our websites and social media sites may provide you with links to other Internet sites (“Third Party Sites”) or social media sites that are not operated by PK and which have their own information privacy and collection practices. If you choose to link from a Site to a Third-Party Site, PK has no responsibility for the privacy or protection of any Personal Information that you may submit to the operator of that site.

Review of this privacy policy

From time to time, PK may revise this Privacy Policy and we suggest that you should periodically review our current Privacy Statement to inform yourself of any change. PK will not send you any separate notification of changes to its Privacy Policy.