



Privacy Policy

Commercial Fleet Rental Investments Pty Ltd ('FleetCrew') is committed to protecting the privacy and personal information of our customers and employees. FleetCrew is required to comply with the *Federal Privacy Act 1988* and the Australian Privacy Principles, and therefore its privacy policy applies to any personal information we collect, use or disclose, including the personal information of our employees and contractors.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

Collection and Use of Personal Information

'Personal information' means any information or opinion, whether true or not, about an identified individual or an individual who is reasonably identifiable. In general terms, this includes information or an opinion that personally identifies you either directly (e.g. your name) or indirectly.

FleetCrew collects personal information, including names, drivers' licenses, dates of birth, credit card details, and addresses, for the purpose of facilitating the rental of vehicles, processing payments, and creating rental contracts.

FleetCrew will only collect personal information that is necessary for specified purposes and will obtain consent from individuals before collecting their personal information, where required by law.

Personal information will only be used for the purposes for which it was collected unless consent is obtained for additional uses or as required by law.

FleetCrew does not collect any sensitive information as defined in the Australian Privacy Principles.

Disclosure of Personal Information

Information that we collect may from time to time be stored, processed in or transferred to our Service Partners, external service providers and other organisations that help us to supply products and services. These include:

- any, and all, entities related to Commercial Fleet Rental Investments Pty Ltd trading as FleetCrew, including any subsidiaries.
- organisations that we partner with to supply products and services, for example, agency partners, mechanical workshops, transportation providers and parts suppliers.
- external service providers that we engage to do some of our work for us, for example website developers, legal service providers, accountants, information technology and cloud service providers.
- auditors and insurers

Any information disclosed will be retained in accordance with the Privacy Policies of individual organisations.

Where we disclose your personal information to our Service Partners who are, or have servers, located overseas, we will take reasonable steps to ensure that data security and appropriate privacy practices are to FleetCrew's standard.

Government and law enforcement agencies

We may share your information with regulatory bodies, government agencies and law enforcement bodies to comply with our legislative or regulatory obligations in any of the jurisdictions where we operate.

ABN 55 151 696 445

P 1300 551 400 E thecrew@fleetcrew.com.au
1/268 South Pine Road Enoggera Q 4051 fleetcrew.com.au

4WD HIRE SPECIALISTS



Data Security

We employ suitable security measures to protect personal information from unauthorised access, use, disclosure, or alteration. Personal information is stored in a secure system that is only accessible by authorised company employees and contractors.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, please note that we do not have any control over your privacy security on the external website or the website itself. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites. Such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Data Breach Notification

In the event of a data breach or unauthorised access to personal information, FleetCrew will promptly investigate and assess the incident. If required by law, affected individuals will be notified as soon as reasonably practicable.

Access to Personal Information

Individuals have the right to request access to their personal information held by FleetCrew. Requests for access, correction, or deletion of personal information can be made by contacting our Head Office using the contact details provided at the end of this policy.

To protect your Personal Information, we may require identification from you before releasing the requested information.

This Policy may change from time to time and is available on our website.