

# PRIVACY POLICY

Australian Automotive Sales Pty Ltd ABN 31 138 253 513 trading as AAS (“**AAS**”, “**we**”, “**us**”, “**our**”) is committed to protecting your privacy and is committed to complying with the Australian Privacy Principles (“**APPs**”) set out in the *Privacy Act 1988* (Cth) (“**Privacy Act**”) and any other relevant privacy law or regulation. This privacy policy sets out our information collection and privacy practices, including in relation to this [website](#). It is designed to give you a greater understanding of how we collect, use, disclose and otherwise handle your personal information and the steps we take to protect it.

## Types of information we collect

When we refer to personal information we mean information or an opinion, whether true or not and whether recorded in material form or not, about an individual who is identified or reasonably identifiable from such information or opinion.

The types of personal information we may collect from you depends on the type of dealings you have with us. For example:

- if you send us a request for a quote, we will collect your name, address, contact details and details of the vehicle you want to sell (including the make, model, year and number of kilometres your vehicle has done) and your financial and billing information, including your billing address, bank account and payment information;
- in the case of suppliers of goods or services to us, we will collect your name, address, contact details and financial details for payment purposes;
- if you are a website user, we will collect information to identify the devices and IP addresses and ISPs you use to access our website (as further set in the “using our website, electronic messages and cookies” section below);
- if you have applied for, or registered your interest in, a role at AAS, we will collect your contact details and any other information contained in your job application and/or obtained through pre-employment checks, and government issued identifiers;
- if you ask to be placed on one of our mailing lists, we will collect your name, address and contact details; and
- if you have contacted us to provide feedback, make an enquiry or make a complaint, we will collect your name, email address and telephone number.

## How and why we collect personal information

We collect and hold your personal information to help us run our business and serve you better including to:

Purpose	Examples of how and why we collect and hold your personal information
<b>Provide you with our services</b>	<ul style="list-style-type: none"><li>• to process an online request for a quote through our website</li><li>• to manage your relationship with us, for example, this may include answering your queries (either in person or via a phone call or email) about a quote or inspection</li></ul>

	<ul style="list-style-type: none"> <li>• to improve our services and run analytics on how the services are used by you (however, our analytics are always conducted on a de-identified basis)</li> <li>• from our inspectors if they have attended your premises to inspect your vehicle and need to provide us with information about your vehicle and enable us to provide you with your services</li> <li>• fulfilling our contractual obligations to you</li> </ul>
<b>Legal and regulatory compliance</b>	<ul style="list-style-type: none"> <li>• comply with laws and regulatory requirements (including, without limitation, privacy legislation)</li> <li>• to protect, exercise or defend our legal rights;</li> <li>• respond to requests by government authorities conducting investigations</li> </ul>
<b>Contact</b>	<ul style="list-style-type: none"> <li>• send you legal updates</li> <li>• to invite you to events where we have your express or implied consent, or where we are otherwise permitted by law to do so</li> <li>• running competitions, conducting surveys and sending you marketing material (however, if you do not want to receive marketing emails from us, you can opt out at any time by contact our Privacy Officer (whose details are set out in our “how to contact us” section below))</li> </ul>
<b>Recruitment</b>	<ul style="list-style-type: none"> <li>• contact you where you have applied for, or registered your interest in, a role at AAS</li> </ul>

### **Sensitive information**

Sensitive information is a subset of personal information that is afforded greater protection under the Privacy Act. ‘Sensitive information’ includes any information about your racial or ethnic origin, political opinion, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association or union, sexual preferences or practices, criminal record, or health information.

We do not collect sensitive information, however, if you elect to provide unsolicited sensitive information, we may use it if it is reasonably necessary to perform our functions or activities (or if otherwise permitted by law).

### **Using our website, electronic messages and cookies**

When you use our website we may automatically collect information about your use of our website, which is not personal as it does not reveal your identity. For example, when you use our website, our server log may download your search queries, internet protocol address, hardware settings, browser type, browser language, the date and time of your request and referral uniform resource locators and certain cookies that identify your browser. We may use and disclose this information in anonymised and aggregated form, only for purposes including to assist us to improve the functionality of our website. You are not individually identified. However, we reserve the right to use or disclose this information in the unlikely event of a data breach, or an investigation where a law enforcement agency or other government agency may exercise its legal authority to inspect our internet web server logs.

We use cookies to collect information about you when you use the website. In doing so, we may place a “cookie” (a small text file) on any computer or device you use to access our website. Cookies enable

us to provide you with a more personalised and easy to use website. When you revisit our website, cookies will enable us to recognise you as a previous visitor. We also use web beacons to track the actions of individuals (such as email recipients) and measure the success of our marketing campaigns and response rates.

### **Can you choose not to disclose your personal information?**

You do not have to identify yourself or provide any personal information if you contact us. You can also notify us that you wish to deal with us using a pseudonym. However, if we cannot collect personal information about you, we may not be able to provide you with the information, assistance or services you require.

### **How we store your personal information**

We hold personal information in a number of ways, including in hard copy documents, electronic databases, email contact lists, and in paper files held in drawers and cabinets. The steps we take to secure the personal information we hold include website protection measures (such as firewalls and anti-virus software) and security restrictions on access to our computer systems (such as login and password protection).

While we strive to protect the personal information and privacy of users of our websites, we cannot guarantee the security of any information that you disclose online, and you disclose that information at your own risk. If you are concerned about sending your information over the internet, you can contact us by telephone or post, the details of which are set out in the “how to contact us” section below.

### **To whom we disclose your personal information**

Your personal information may be sent overseas, for example, to be transferred to our service provider who is located in the Philippines, where we use a service provider that hosts personal information in other countries, we take such steps as are reasonable in the circumstances to ensure that the service provider complies with the APPs.

We may disclose your personal information internally and may also disclose your personal information to the following external parties:

- our related bodies corporate;
- external service providers, such as auditors, lawyers, insurers and financiers, so they can provide a service we have contracted out or wish to contract out to them;
- companies that provide information and infrastructure systems, IT services or other services to us;
- financial institutions for payment processing;
- anyone, where you have provided us consent; or
- other persons or entities as required or allowed by law.

### **How long we keep your personal information**

Your personal data will be retained in line with legal and regulatory retention periods. We will continue to safeguard your personal information for as long as we hold it. If we no longer need to use your personal information for the purposes set out in this policy, we will take reasonable steps to destroy or permanently alter your personal information so that your identity cannot, by any reasonable means, be revealed from the information that we hold about you.

### **Links to other websites and social media**

Links to third party websites that are not operated or controlled by us are provided for your convenience. We are not responsible for the privacy or security practices of those websites, which are not covered by this privacy policy. Third party websites should have their own privacy and security policies, which we encourage you to read before supplying any personal information to them.

### **Marketing**

Where we have your express or implied consent we may use your personal information to provide you with current information about products and services that may be of interest to you. We may send this information in a variety of ways, such as by mail, email, SMS, telephone, social media or by customising online content and displaying advertising on our website. If you do not wish to receive marketing information, you may, at any time, decline to receive such information by writing to us using the the "how to contact us" section below or you may also use the opt-out or unsubscribe option provided in the marketing information you receive from us.

### **Access and correction**

You have the right to ask us to update or correct any personal information we hold about you. We will generally rely on you to ensure the information we hold about you is accurate or complete. You may also access personal information that we hold about you by contacting our Privacy Officer (whose details are set out in the "how to contact us" section below). We may require you to verify your identity before processing any access or correction requests and we will otherwise provide access to that information in accordance with the Privacy Act, subject to any exemptions that may apply. We may charge an administration fee in limited circumstances, for example, if we are required to.

### **Complaints**

If you are concerned that your personal information has been mishandled, you first need to complain to us. Please send your complaint in writing to our Privacy Officer (whose details are set out in the "how to contact us" section below).

If you are not satisfied with our response, you can refer your complaint to the [Office of the Australian Information Commissioner](#) who may investigate your complaint further.

**Changes to this privacy policy**

We may amend this privacy policy from time to time. We will notify you of any amendments by posting an updated version of the privacy policy on this website. Your continued dealings with us, for example using our services, will signify your agreement to this privacy policy as amended.

This version of this privacy policy is dated 5 March 2024.

**How to contact us**

If you have any queries about the personal information that we hold about you or the way we handle that personal information, please contact our Privacy Officer:

Daniel Bluzer-Fry Privacy Officer

Mail: Privacy Officer, 2A Beaconsfield St, Doncaster VIC 3108

Email: [Daniel@carbuyers.com.au](mailto:Daniel@carbuyers.com.au)

Telephone: +61 401 916 809

Further general information about privacy is available on the website of the [Office of the Australian Information Commissioner](#).