

Privacy Policy

August 2021

Privacy Policy

In this Privacy Policy, 'us' 'we' or 'our' means AutoPacific Group Holdings Ltd. We are committed to respecting your privacy and providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

By providing personal information to us, you consent to our collection, use and disclosure of your personal information in accordance with this Privacy Policy and other arrangements that apply between us. We may change our Privacy Policy from time to time by publishing changes to it on our website. We encourage you to check our website periodically to ensure that you are aware of our current Privacy Policy.

Personal Information includes information or an opinion about an individual that is reasonably identifiable. Examples of Personal Information we collect may include: names and contact details.

What Personal Information do we collect and why do we collect it?

We may collect the following types of Personal Information:

- name;
- mailing or street address;
- email address;
- telephone number and other contact details;
- your device ID, device type, geo-location information, computer and connection information, statistics on page views, traffic to and from the sites, ad data, IP address and standard web log information;
- details of the products and services we have provided to you or that you have enquired about, including any additional information necessary to deliver those products and services and respond to your enquiries;
- any additional information relating to you that you provide to us directly through our website or indirectly through your use of our website or online presence or through other websites or accounts from which you permit us to collect information;
- information you provide us through customer surveys; or
- any other Personal Information that may be required in order to facilitate your dealings with us.

We may collect this Personal Information either directly from you, such as through our enquiry submissions via our website www.autopacificgroup.com and from third parties. We may collect this information when you:

- register or enquire on our website;
- communicate with us through correspondence, chats, emails;
- interact with our sites, services, content and advertising; or
- enquire as to a potential purchase in our business.

We may collect, hold, use and disclose your Personal Information for the following purposes:

- to enable you to access and use our website or services;
- to operate, protect, improve and optimise our services our business, such as to perform analytics, conduct research and for advertising or marketing;
- to send you service and product administration messages, reminders, technical notes, updates and information requested by you;
- to send you marketing and promotional messages and other information that may be of interest to you; and
- to comply with our legal obligations.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Do we use your Personal Information for direct marketing?

We may send you direct marketing communications and information about our services and products. This may take the form of emails, SMS, mail or other forms of communication, in accordance with the Spam Act and the Privacy Act. You may opt-out of receiving marketing materials from us by contacting us using the details set out below or by using the opt-out facilities provided (e.g. an unsubscribe link).

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- for the primary purpose for which it was obtained
- for a secondary purpose that is directly related to the primary purpose
- with your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

We may disclose your Personal Information for a purpose described in this Privacy Policy including the following:

- our employees and related bodies corporate;
- third parties where you consent to the use or disclosure;
- professional advisers, dealers and agents;
- payment systems operators (e.g. merchants receiving card payments);
- our existing or potential agents, business partners or partners;
- anyone to whom our assets or businesses (or any part of them) are transferred; and
- other persons, including government agencies, regulatory bodies and law enforcement agencies, or as required, permitted or authorised by law.

Using our website and cookies

We may collect Personal Information about when you use and access our website.

Whilst we do not use browsing information to identify you personally, we may record certain information about your use of our website, such as which pages you visit, the time and date of your visit and the internet protocol address assigned to your computer.

We may also use 'cookies' or other similar tracking technologies on our website that help us track your website usage and remember your preferences.

Links

Our website may contain links to websites operated by third parties. Those links are provided for convenience and may not remain current or be maintained. Unless expressly stated otherwise, we are not responsible for the privacy practices of, or any content on, those linked websites, and have no control over or rights in those linked websites. The privacy policies that apply to those other websites may differ substantially from our Privacy Policy, so we encourage individuals to read them before using those websites.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

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.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

AutoPacific Group Holdings Pty Ltd will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

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

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

AutoPacific Group Holdings Pty Ltd
49-75 PACIFIC DRIVE, KEYSBOROUGH, VICTORIA 3173, AUSTRALIA
ENQUIRIES@AUTOPACGROUP.COM
(03) 9701 9500