

Just Autos Privacy Policy

Just Autos is committed to 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.

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/>.

This privacy policies contain information about how you can gain access to or seek correction of personal information that is held about you. They also contain information about how you can make a privacy complaint.

For the purpose of this document **Policy** means this privacy policy as updated from time to time.

What is Personal Information and why do we collect it?

The kinds of information that we collect and hold about you will depend on the nature of your dealings with us.

Personal information is information or an opinion that identifies an individual. Examples of personal information we collect includes names, addresses, email addresses, phone numbers, facsimile numbers and car details.

This personal information is obtained in many ways including interviews, competed forms, photographs, videos, correspondence, by telephone and facsimile, by email, via our website, from your website (if applicable), from media and publications, from other publicly available sources and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your personal information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your personal

information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

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.

Information we collect about you

We *may* collect and hold information about you including:

- contact information and identification such as your name, date of birth, contact number(s), email address(es), residential and/or business address(es), demographic information (such as postcode, age, gender) and driver's licence details;
- payment details (such as account or credit card details) and payment-related information in connection with your purchase of our products and/or services;
- vehicle and servicing details including vehicle registration, vehicle purchase details, name of your selling or servicing dealer, service appointment bookings, vehicle service and repair history (including in relation to Toyota service advantage, warranty, Just Autos Assurance Plan, repairs and recalls, if applicable);
- finance details such as financial, insurance or credit information, marital status, employment details and history;
- information collected from marketing campaigns, product research, customer surveys, your interactions with us including via social media, via the Just Autos community platforms or publicly available information that you post or publish or broadcast; and
- information collected in connection with the use of any booking platform that Just Autos may utilise from time to time, including insurance information, location and booking details.

If you do not wish to provide particular information, we may not be able to respond to your query, provide you with our products and services or assess your application for a product or service.

Sensitive information: We will only collect sensitive information about you with your consent (unless we are otherwise allowed or required by law to collect that information). Sensitive information includes information about your health, race, ethnic origin and religious beliefs.

Providing someone else's personal information: If you provide us with personal information about another person (such as a joint vehicle owner or authorised driver or contact person, or as part of a social media post or in relation to a trade promotion,

competition, survey or other interaction with us), you need to tell the other person about this Policy so they are aware that you have provided their information to us and that they can read this Policy to understand how their information will be handled. You must obtain all necessary consent from the other person before supplying their personal information to us (including a parent or legal guardian's permission for minors).

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; and
- 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

Your personal information may be disclosed in a number of circumstances including the following:

- third parties where you consent to the use or disclosure; and
- where required or authorised by law.

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.

We may hold information about you in digital and paper forms. We take reasonable steps to protect your information from misuse, loss, interference, and from unauthorised access, modification or disclosure. Some of the ways we protect your information include:

- external and internal premises security;
- utilising secure servers;
- restricting access to your information only to personnel who need it to perform their functions;
- utilising and maintaining information security applications to prevent unauthorised access or damage to electronically stored information, such as requiring identifiers and passwords, firewalls, encryption and anti-virus software as appropriate; and
- maintaining physical security over paper records.

Data Retention

Unless we are required to retain your information for a longer period as required or authorised by or under law, your information will be retained by us for as long as reasonably necessary to provide and support the products the services you have obtained from Just Autos.

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.

Just Autos 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.

Access to your information may be refused in a number of circumstances, such as where the information relates to anticipated legal proceedings or if the request for access is

frivolous or vexatious. If we deny or restrict your access, we will write to you to let you know why, unless, having regard to the grounds for the refusal, it would be unreasonable for us to do so. You may make a complaint about a refusal to the Office of the Australian Information Commissioner.

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.

We rely on the information that we hold about you to provide our products and services to you, and to perform our business functions. Therefore, it is very important that the information we hold is accurate, complete, up to date and relevant. This means that, from time to time, we may ask you if your information is still accurate and up to date. If you find that any information that we hold about you is incorrect, you should contact us immediately and we will take reasonable steps to correct it.

Resolving Concerns

If you believe that your privacy has been compromised, or if you feel that we have breached the privacy laws, you are entitled to make a complaint. Complaints can be made by contacting the person or department you were dealing with, or by contacting us using our contact details set out at the bottom of this Policy.

We endeavour to respond to you within 48 hours to acknowledge the complaint and explain how we will investigate it. We will try to resolve your complaint within 20 working days and write to you to explain the reasons for our decision. When this is not possible, we will contact you and let you know how long it will take for us to resolve your complaint.

If your complaint is not satisfactorily resolved, you can contact us to discuss your concerns or lodge a complaint with Office of the Australian Information Commissioner by visiting oaic.gov.au, calling [1300 363 992](tel:1300363992) or emailing enquiries@oaic.gov.au.

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 concerns or queries about the way your personal information is managed by Just Autos, please contact us in any of the ways set out at the bottom of this document.

If you have any queries or complaints about our Policy or the collection or use of your personal information, please contact us as follows:

- Writing to us at: 11 Windsor Rd, Nambour QLD 4560 (attention privacy officer)
- Emailing us at: **warranty@justautosmechanical.com.au**
- Telephoning us on: **07 54760066**

Please direct all above enquiries to our privacy officer.