

INTRODUCTION

From 1 December 2005, Australia Wide Trailer Rentals and its related companies (collectively referred to as “we”, “us” and “AWTR”) will be subject to the National Privacy Principles under the Privacy Act 1988 (Cth) (as amended by the Privacy Amendment (Private Sector) Act 2000 (Cth)).

This Privacy Statement explains in general terms how AWTR protects the privacy of your personal information under the National Privacy Principles. It will apply to any personal information you provide to us:

- When making a booking with us, pickup or return of hire trailer;
- Via www.trailerrentals.com.au or other online sites operated by AWTR and its contractors; and
- Under any other agreement or arrangement.

This Privacy Statement will also apply to any information about you that is provided to us by someone else such as agents and contractors of AWTR.

This Privacy Statement does not apply to AWTR’s employee records, which are generally exempt from the legislation.

INFORMATION WE COLLECT

The types of personal information that we collect from you will depend on the circumstances of collection and on the type of service you request from us. For example, when you request us to make a booking, we may collect details such as your name, address, drivers license number, date of birth, credit card number and expiry date, billing address, telephone numbers, email address, loyalty program membership details. As we are required by law to obtain your consent to the collection of “sensitive information” we will assume that you have consented to the collection of all information which is provided to us for use in accordance with this Statement, unless you tell us otherwise.

COLLECT OF INFORMATION

We may collect personal information about you when you deal with us over the telephone, send us correspondence (whether by letter, fax or email), visit our websites or when you have contact with us in person. As well as collecting information directly from you, there may be occasions when we collect information about you from a third party. For example:

- From people making hire or bookings on your behalf;
- Other service providers who collect information on our behalf such as our agents and contractors;

From market research companies contracted by us to obtain information so that we may improve and market our products and services;

USE OF YOUR PERSONAL INFORMATION

We generally collect your personal information for the following purposes:

- To process your bookings and hire and other transactions;
- To facilitate your participation in the loyalty programs of AWTR;
- To conduct marketing activities and to conduct market research; and

Some of the personal information we collect is essential for us to be able to accurately identify who is using the service. Other types of personal information we collect help us to profile who is using our services and what their interests are.

PERSONAL INFORMATION DISCLOSED TO THIRD PARTIES

We may disclose your personal information to third parties, for example, to our contractors to whom we contract out certain services, other carriers, and freight service providers, data processing companies (including operators of global distribution systems and payment clearing houses) for the purpose for which the information was collected or for related purposes, for example to complete a transaction on your behalf or provide you with a service that you requested.

We may also disclose your personal information to various law enforcement agencies, Offices of the Australian Taxation Office and Australian Securities and Investment Commission as required by law.

Your information will also be shared between related companies in the AWTR Group where necessary to fulfil our purposes.

We engage third party contractors to perform services for us which involves the contractor handling personal information we hold. For example, we may engage third party contractors to:

- Provide email and mail handling services;
- Provide electronic funds transfer services, credit card account processing and related services;
- Operate call centres;
- Collect commissions payable to us;
- Operate some hire sales and fulfilment functions;
- Process hire bookings made via www.trailerrentals.com.au and other online sites;
- Conduct market research;
- Provide mechanical services;
- Assist with obtaining payment from creditors;

in these situations, we prohibit the third party contractor from using personal information about you except for the specific purpose for which we supply it.

Other than the above, we will not disclose your personal information without your consent unless disclosure is either necessary to prevent a threat to life or health, authorised or required by law, reasonably necessary to enforce the law or necessary to investigate a suspected unlawful activity.

ACCESS & CORRECTION OF PERSONAL INFORMATION

We will, on request, provide you with access to the information we hold about you, unless there is an exception which applies under the National Privacy Principles, including for the purpose of correcting or updating that information.

Your request to provide access to this information will be dealt with in a reasonable time.

If we refuse to provide you with access to the information, we will provide you with reasons for the refusal and inform you of any exceptions relied upon under the National Privacy Principles.

UPDATING OF PERSONAL INFORMATION

We take reasonable steps to ensure that your personal information is accurate, complete, and up-to-date whenever we collect or use it.

If the personal information we hold about you is inaccurate, incomplete or out-of-date, please contact us and we will take reasonable steps to either correct this information, or if necessary, discuss alternative action with you.

TRANSFER OF INFORMATION OVERSEAS

We may transfer to people in foreign countries any of your personal information to fulfil the purposes set out in this Privacy Statement, for example:

- To AWTR offices overseas;
- To data processors;

In most cases the transfer will be necessary for the performance of our contract with you or for the implementation of pre-contractual measures taken in response to a request by you or for the performance of a contract with a third party which is concluded in your interests. Please let us know if you have any objections to such transfers.

YOUR CONCERNS DEALT WITH

If you wish to gain access to your personal information, have a complaint about a breach of your privacy or you have any query on how your personal information is collected or used please forward your request, complaint or query to the address below. We will respond to your query or complaint as soon as possible.

AMENDMENTS TO THIS PRIVACY STATEMENT

We may amend this Privacy Statement as our business requirements or the law changes. Any changes to this Privacy Statement will be updated on www.trailerrentals.com.au, so please visit this site periodically to ensure that you have our most current privacy statement.

CONTACT DETAILS

Australia Wide Trailer Rentals
PO Box 52
Landsborough QLD 4550
Email: info@trailerrentals.com.au

ONLINE SECURITY INFORMATION

When you book or hire a trailer using the Console a secure channel to the Server is used. Secure Sockets Layer (SSL) encrypts the information you send through the Console to the Server. AWTR makes no warranty in respect of the strength or effectiveness of that encryption and AWTR makes no warranty in respect of the strength of effectiveness of that encryption and AWTR is not responsible for events arising from unauthorised access of the information you provide.