

NEIL BUCKBY MOTORS PRIVACY POLICY

At Neil Buckby Motors we want to provide the best possible service to customers – including the way in which we might use any personal information you may provide the dealership. You can be assured that any of your personal information entrusted to us is treated in a manner consistent with new privacy laws..

WHAT IS NEIL BUCKBY MOTORS

Neil Buckby Motors operates as a Motor Dealer specialising in the sale and service of Subaru, Mercedes Benz and Land Rover vehicles as well as the sale and service of Used Vehicles. It operates out of 37-41 St John Street and Tamar Street in Launceston.

WHAT DOES “PERSONAL INFORMATION” MEAN?

Personal information is any information about you that identifies you or by which your identity can be reasonably determined.

WHY WE COLLECT YOUR PERSONAL INFORMATION

It may be necessary for us to collect your personal information for a range of reasons, such as:

- To meet statutory requirements (i.e. registration)
- to forward relevant information (i.e. service reminder, product recall)
- to assess claims made by you under a warranty
- to provided vehicle finance and insurance
- to maintain an account for spare parts
- to maintain vehicle service records

In some instances, if we do not collect and make use of your personal information, we are unable to do business with you.

HOW DO WE COLLECT YOUR PERSONAL INFORMATION?

We collect your personal information directly from you.

Collection may take place in a number of ways such as when you complete a sale document for the purchase of a motor vehicle.

Often personal information is collected during the course of our relationship with you. Examples of personal information collection during our relationship may be when you open a company account or purchase a vehicle on terms.

Sometimes personal information may be collected about you from other sources. Examples of where we may receive personal information about you from another source and why this would happen :-

- a credit reference about you from a credit reporting agency in the course of assessing your application for a loan

In most cases we will require you to specifically consent to any collection, use or disclosure of your personal information by Neil Buckby Motors. Your consent will usually be required in writing but we may accept your verbal consent in certain circumstances.

Sometimes your consent may be implied through your conduct with us such as when you continue a telephone call to our Call Centre after you have heard the recorded message that tells you that the call may be recorded for quality control or training purposes.

However, no matter how your personal information is collected **it is dealt with by Neil Buckby Motors in accordance with this Privacy Policy.**

HOW WE USE YOUR PERSONAL INFORMATION

We use the personal information that we collect so that we can conduct our business of providing a total motoring service to our customers.

To enable us to do this we may share your personal information with the related companies within the New Buckby Motors Group.

DIRECT MARKETING

From time to time we may use your personal information to provide you with information about new vehicles or services.

If you do not want to receive any of this information just contact us by calling

Once you have told us you no longer wish to receive information about our products and services, we will not send you any further material.

You can, however, change your mind about receiving information about our products and services at any time – either way, you just need to let us know.

Neil Buckby Motors does not disclose your personal information to any party outside Neil Buckby Motors for the purposes of allowing them to direct market their products or services to you.

Often the law requires us to provide you with certain information about a vehicle that you have purchased from us (i.e. product recall). You will continue to receive

this type of information from us even if you have decided not to receive information about our products and services generally.

DO WE DISCLOSE YOUR PERSONAL INFORMATION TO ANYONE?

Neil Buckby Motors does not disclose your personal information other than in circumstances related to the purchase, service or financing of your vehicle.

Sometimes we are required or authorised by law to disclose your personal information. For example we may disclose your personal information to a Court in response to a subpoena or to the Australian Taxation Office following a direction issued under taxation laws.

We may disclose your personal information where you have consented to us doing so. Your consent to the disclosure of your personal information may be given explicitly such as in writing or verbally or may be implied from your conduct such as when you discuss details of the relationship you have with us publicly with the media.

Generally however we do not disclose your personal information to a party outside Neil Buckby Motors, unless that party is contracted to Neil Buckby Motors to provide services or activities on our behalf and that party is bound by the same privacy rules we follow.

Some examples of parties outside Neil Buckby Motors to whom we may disclose your personal information and the reason for disclosure are:-

- mail service providers for the mailing of service reminders etc. external companies providing vehicle finance after market product etc.
- insurers for the purposes of insuring your vehicle

ENSURING YOUR PERSONAL INFORMATION IS UP-TO-DATE

We rely on the personal information we hold about you to efficiently conduct our business of providing retail motor services.

For this reason, it is very important that the personal information we collect from you is accurate, complete and up-to-date.

During the course of our relationship with you we will ask you to tell us of any changes to your personal information however you can contact us at any time to update your personal information or to tell us that the information we hold about you is inaccurate or incomplete.

IS MY PERSONAL INFORMATION SECURE?

The protection of your personal information is a priority for Neil Buckby Motors.

This is why we take all reasonable precautions to safeguard your personal information from loss, misuse, unauthorised access, modification or disclosure.

We employ a number of means to protect your personal information including:-

- external and internal premises security
- restricted access to personal information
- entering into confidentiality agreements with all employees, contractors and third party organisations
- maintaining technology products to prevent unauthorised computer access
- regular reviewing and testing of our technology in order to improve the level of security

Furthermore, when we no longer require your personal information it is our practice to securely destroy the information or delete it from our systems.

WHAT IS A COMMONWEALTH IDENTIFIER?

A Commonwealth identifier is a Commonwealth Government or Commonwealth Government agency designated identification number such as your Tax File Number (TFN) or Medicare number.

Neil Buckby Motors does not use Commonwealth identifiers as a means of identifying the personal information that we may have collected about you.

DOES MY PERSONAL INFORMATION LEAVE AUSTRALIA?

Neil Buckby Motors does not send personal information outside Australia unless it is authorised to do so by law.

OUR PRIVACY POLICY MAY CHANGE FROM TIME TO TIME

Neil Buckby Motors constantly reviews all its policies and procedures to keep up to date with changes in the law, technology and market practice.

As a result we may change this privacy policy from time to time.

This Privacy Policy was last amended on 21 December 2001

CONCERNS OR REQUESTS FOR ACCESS?

If you have a question about this Privacy Policy you can contact us in any of the following ways

By visiting our premises
By telephoning us on (03) 6334 8444
By writing to Neil Buckby Motors

CAN I COMPLAIN ABOUT A BREACH OF MY PRIVACY?

If you believe that Neil Buckby Motors has not protected your personal information as set out in this privacy policy you may lodge a complaint with us in any of the following ways,

By telephoning us on (03) 6334 8444
By writing to Neil Buckby Motors

WHAT IF I AM NOT SATISFIED (with or by) NEIL BUCKBY MOTORS RESPONSE?

If you are not satisfied with the result of your complaint to Neil Buckby Motors you can refer your complaint to the Federal Privacy Commissioner.

You can contact the Federal Privacy Commissioner by phone or written correspondence.