

Privacy Policy

This Privacy Policy is made on behalf of On Call Repairs Pty Ltd trading as EzyDrive Rentals (ABN 53 667 046 371) ("we", "us" or "EzyDrive"). EzyDrive operates the website **www.ezydriverentals.com.au** ("this site"). EzyDrive collects your information and communicates with you when you make an enquiry or application through the website, by email, or by telephone. EzyDrive may also enter into a vehicle lease agreement with you and provide communications and services relating to the leased vehicle, including through third parties. These services may include registration, insurance, maintenance, servicing, vehicle tracking, responding to your queries, and making offers or arrangements for you to return, upgrade, or purchase the vehicle at EzyDrive's discretion (the "Service").

We understand the importance of keeping personal information private and secure. EzyDrive is committed to protecting your privacy and complying with the Australian Privacy Principles ("APPs") contained in the Privacy Act 1988 (Cth) ("Privacy Act").

This Privacy Policy forms part of, and is subject to the provisions of, our Website Terms of Use **www.ezydriverentals.com.au**.

We care about your privacy:

We will never rent, trade or sell your email address to anyone.

We will never publicly display your email address or other personal details that identify you.

Purpose

The purpose of this Privacy Policy is to explain how EzyDrive collects, uses, discloses, stores and protects your Personal Information when you use our services, website or otherwise deal with us.

EzyDrive is committed to handling Personal Information transparently and in accordance with the Privacy Act, the APPs and applicable privacy laws and guidance. This Privacy Policy also explains how individuals may access or correct their Personal Information, make a privacy enquiry or complaint, and contact us about the way their information is handled.

We are committed to protecting your privacy and being transparent about how we manage your information.

What is Personal Information?

When you use our Service, we may ask you to provide personal information that can be used to contact or identify you. If information cannot reasonably be linked back to you, for example because it has been aggregated and anonymised, it will not be treated as Personal Information.

Personal information held by EzyDrive may include (but is not limited to) your:

- name and date of birth;
- residential and business postal addresses, telephone/mobile/fax numbers and email addresses;
- bank account and/or credit card details for agreed billing purposes;
- any information that you provided to us by you during your account creation process or added to your user profile;
- preferences and password for using this site and your computer and connection information; and
- any information that you otherwise share with us (Personal Information).

How we may collect your Personal Information

At this site, we only collect Personal Information that is necessary for the provision of our Service by lawful and fair means.

Information that you provide to us

We may collect personal information that you provide to us about yourself when you:

- use this site, including (without limitation) when you:
 - create a user account;
 - add information to your user profile;
 - complete an online contact form to contact us;
- provide information to us by telephone or application forms; or
- send us an email or other communication.

If you do not provide certain Personal Information, we may not be able to provide you with our Services.

IP addresses

When you use our website, we may collect your IP address and basic technical information about your device or connection. We use this information to help operate the website, manage online sessions, maintain security, and detect or prevent misuse or fraudulent activity.

Cookies

Our website may use cookies to collect information and help improve your experience when using this site or our Services. Cookies are small data files sent to your browser and stored on your device. They may help us remember your preferences, keep you logged in during a session, display relevant content, and improve the way this site or our Services operate.

Cookies cannot be used to run programs. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you. In some cases, cookies may collect and store personal information about you. EzyDrive extends the same privacy protection to your Personal Information, whether gathered via cookies or from other sources.

You can adjust your browser settings to refuse or disable cookies. However, if you do so, some parts of this site or our Services may not function properly or may operate less effectively.

Notification of collection of Personal Information

When we collect Personal Information about you, we will take reasonable steps to make sure you know who we are, how to contact us, why we are collecting the information and how it may be used or disclosed.

We will not disclose your Personal Information to third parties except as set out in this Privacy Policy, including where disclosure is to our related entities, service providers or other parties who assist us in providing our services. Where appropriate, we require our service providers to handle Personal Information in accordance with applicable privacy obligations.

When we receive unsolicited Personal Information

If we receive Personal Information that we did not request and do not need for our services, we will take reasonable steps to destroy or de-identify that information, where it is lawful and reasonable to do so.

How we may use your personal information

EzyDrive may use your Personal Information to:

- verify your identity;
- assist you to place orders through this site;
- process any purchases of Services that you may make through this site, including charging, billing and collecting debts;
- make changes to your account;
- respond to any queries or feedback that you may have;
- conduct appropriate checks for credit-worthiness and for fraud;
- prevent and detect any misuse of, or fraudulent activities involving, this site;
- conduct research and development in respect of our products;
- gain an understanding of your information and communication needs or obtain your feedback or views about our products in order for us to improve them; and/or
- maintain and develop our business systems and infrastructure, including testing and upgrading of these systems;
- any other purpose reasonably considered necessary or desirable by EzyDrive in relation to the operation of our business.

Disclosure of your Personal Information

Primary Purpose:

EzyDrive may collect and use your Personal Information to provide, manage and improve our services, communicate with you, and carry out our normal business operations. By using our services or providing Personal Information to us, you acknowledge that we will handle your information in accordance with this Privacy Policy.

Secondary Purpose:

EzyDrive Rentals

Prepared by Chaina & Sim Lawyers

We collect Personal Information for the primary purpose of providing our services to you. In some cases, we may use or disclose your Personal Information for another related purpose, but only where you would reasonably expect us to do so, or where we are permitted or required by law.

Secondary purposes may include:

- providing you with information about our services, offers or related products;
- communicating with you and responding to your enquiries or requests;
- updating and managing our records;
- arranging or managing insurance, vehicle servicing, maintenance, roadside assistance or other vehicle-related services;
- working with our related entities, contractors, agents and service providers who help us operate our business and provide our services;
- improving our website, services and customer experience, including through website analytics tools; and
- carrying out administrative, operational, compliance and internal business functions.

Where we use third-party service providers, they may handle Personal Information in accordance with their own privacy policies and applicable privacy obligations.

GPS/Tracking Information

Vehicles rented from EzyDrive may be fitted with GPS or tracking devices. We may collect and use location data from those devices to manage the vehicle, provide services, protect our assets, and recover the vehicle where required.

Location data may be Personal Information. We may disclose it where reasonably necessary for these purposes, including to service providers, insurers, recovery agents, law enforcement or other relevant authorities.

Contacting us about privacy

If you would like more information about the way we manage Personal Information that we hold about you or are concerned that we may have breached your privacy, please contact us by email or by telephone.

Access to your personal information

You may request access to the Personal Information we hold about you by contacting us using the details below. We will generally provide access where it is lawful and reasonable to do so, and where access is not prohibited by law or by a court or tribunal order.

We will not charge a fee for making an access request. We will respond within a reasonable period and, where reasonable, provide the information in the manner requested. If we cannot provide access to all or part of the information, we will give you a written explanation of our decision and explain how you may make a complaint or challenge the decision.

Correcting your personal information

EzyDrive will correct Personal Information where:

- EzyDrive believes the Personal Information being held is inaccurate, out-of-date, incomplete, irrelevant or misleading; or
- You request us to correct this Personal Information we hold about you.

If you wish to correct the Personal Information we hold about you, you may contact us by email or telephone. We will take reasonable steps to correct your Personal Information within a reasonable time if we are satisfied that it is inaccurate, out of date, incomplete, irrelevant or misleading. We will not charge a fee for correction requests.

If you ask us to notify a relevant third party of the correction, we will take reasonable steps to do so unless it is impracticable or unlawful. If we refuse to correct your Personal Information, we will provide written reasons for our decision and explain how you may make a complaint or challenge the decision.

If we disagree with your view about the accuracy, completeness or currency of your Personal Information, you may ask us to attach a statement to the relevant record noting your view. We will take reasonable steps to do so where required by law. These access and correction rights operate alongside, and do not replace, any other rights or procedures that may apply under law.

Storage and security of your personal information

We are committed to maintaining the confidentiality of the information that you provide us and we will take all reasonable precautions to protect your Personal Information from unauthorised use or alteration.

Online communications and electronic storage involve inherent security risks. While we take reasonable steps to protect Personal Information, we cannot guarantee the security of information transmitted over the internet or stored electronically.

Personal Information may be stored both electronically (on our computer systems and with our website hosting provider) and in hard-copy form. Firewalls, anti-virus software and email filters, as well as passwords, protect all of our electronic information. Likewise, we take all reasonable measures to ensure the security of hard-copy information.

When Personal Information is no longer required for our business purposes or legal obligations, we will take reasonable steps to destroy or de-identify it. If this is not practicable, we will securely store the information and limit any further use until it can be deleted or de-identified.

Communications

We may use your Personal Information to send you information about EzyDrive's services, offers, updates, promotions or other information that may be relevant to you.

We will only use your Personal Information for direct marketing where permitted by law, including where you would reasonably expect us to use your information for that purpose or where you have consented to receiving marketing communications.

You can opt out of receiving marketing communications from us at any time by using the unsubscribe link or instructions in our communications, or by contacting us directly. If you opt

out, we may still contact you about your account, rental agreement, vehicle, payments or other service-related matters.

Third party websites

You may click-through to third party websites from this site, in which case we recommend that you refer to the privacy statement of the websites you visit. This Privacy Policy applies to this site only and the Company assumes no responsibility for the content of any third party websites.

Re-marketing

We may use the re-marketing services (e.g. Google Ads, Facebook) to advertise on third party websites to previous visitors to this site based upon their activity on this site. Any data so collected by Google and/or Facebook will be used in accordance with their own respective privacy policies. None of your Personal Information from a third-party site is reported to us.

Prohibited Use of Information

We do not permit the use of any Personal Information obtained via our services for unlawful purposes, including doxxing (the malicious sharing of personal information to cause harm).

Complaints & Oversight

We take privacy complaints seriously. If you're dissatisfied with our handling of your personal information, please contact us at sales@ezydriverentals.com.au with the following information:

- Your name and address;
- Details of the complaint; and
- Any evidence relating to the breach (including, but without limitation, the URL link to alleged breach or privacy),

Please allow us 30 days to investigate your complaint, in which we will contact you as soon as possible to resolve the issue.

Alternatively, you may also lodge a complaint with the Office of the Australian Information Commissioner (OAIC). The OAIC has powers to investigate and enforce compliance under the Privacy Act.

Serious Privacy Breaches

Australian privacy law gives individuals certain rights if their privacy is seriously invaded, including in some cases where personal information is misused or there is unauthorised surveillance.

If you believe your privacy has been seriously breached, you may be able to lodge a complaint with the OAIC or seek independent legal advice about other options that may be available to you. The OAIC also has powers to investigate and take action in relation to privacy breaches.

Data Security & Protection

We maintain robust technical and organisational measures to protect your personal information, including data encryption, access controls, monitoring, and staff training. These practices are aligned with our obligations under the Privacy Act and the APPs.

Data Breaches

In the event of a data breach involving personal information that is likely to result in serious harm, we will notify affected individuals and the OAIC, as required by law.

Changes to this Privacy Policy

From time to time, it may be necessary for us to revise this Privacy Policy. Any changes will be in accordance with any applicable requirements under the Privacy Act and the APPs. We may notify you about changes to this Privacy Policy by posting an updated version on this site.

Contact us

If you have any questions relating to the Privacy Policy or your privacy rights, please contact us at: sales@ezydriverentals.com.au