



## **1 Adventure Rentals Privacy Policy Statement**

- 1.1 **Adventure Rentals** is committed to protecting the privacy of the information provided by its customers.

## **2 Collection of Your Personal Information**

- 2.1 The collection of personal information is necessary to rent a Vehicle. **You** are asked to provide personal details such as **Your** name, address, telephone number, licence number, credit card details and email address. This helps **Adventure Rentals** to process **Your** booking, to contact **You** if **We** have any problems with **Your** request or to send **You** confirmation of the booking. **We** gather this information from **Our** web site as per a booking request, and in person when **You** book and collect **Your Vehicle**.
- 2.2 The security of **Your** personal information is important to **Us**. **We** take reasonable steps to make sure **Your** information is protected from unauthorised use, access, disclosure, alteration, destruction or loss. For financial or payment information, **We** use firewalls and card encryption. **We** take security extremely seriously but as no system is 100% secure, **We** can not completely guarantee the protection of **Your** personal information, any more than any other organisation can.
- 2.3 **We** do not ask for financial or payment information, such as **Your** credit card number, passcode, account number or pin number, in an e-mail, text or any other communication that **We** send to **You**. If **You** do receive a suspicious request, do not provide **Your** information and report it by contacting one **Our** customer service representatives.
- 2.4 **You** are responsible for keeping **Your** account passcode, numbers and pin numbers safe and secure. Do not share these with anyone. If there is an unauthorised use or any other breach of security involving **Your** information, **You** must notify **Us** at the customer service contact information as soon as possible.

## **3 Use of Your Personal Information**

- 3.1 **We** maintain the personal information as part of **Our** records to assist **Us** to maintain and improve **Our** administration and management of **Our** car rental business. **We** reserve the right to use the information provided to communicate with **You** to market **Our** services, and those of **Our** business partners.
- 3.2 Specifically, **We** use **Your** personal information to:
- (a) provide the services that **You** request;
  - (b) do all things necessary to administer those services;
  - (c) research, develop, manage, protect and improve **Our** services;
  - (d) conduct consumer satisfaction surveys and inform **You** of any improvements that **We** have made to **Our** services;



- (e) maintain and develop **Our** software and other business systems;
- (f) provide to **Our** credit card providers;
- (g) credit reporting and fraud checking agencies;
- (h) debt collection agencies, in the event of **Your** default in payment of monies owed to **Us**;
- (i) city councils and governments or private organisations responsible for the processing of handling traffic related infringements;
- (j) driver licensing authorities; and
- (k) government, regulatory and law enforcement agencies where the disclosure is required or authorised by law.

3.3 Customers are welcome to request a copy of any personal information held about them at any time. **We** also welcome requests to amend information to keep **Our** records up to date.

## **4 Vehicle Data**

4.1 All **Vehicles** come equipped with a global positioning system (GPS) or similar type tracking device that may also collect information about the **Vehicle**.

4.2 If **You** have an accident, or suffer any loss, theft or damage to the **Vehicle** during **Your** rental or suffer any mechanical failure, **We** will collect information regarding such incident including **Your** report of the incident and any police or other third party report including details of those involved, together with the nature of any personal injuries and/or damage to the **Vehicle** and optional extras. **We** will use this information to perform **Our** contract with **You** (for example, the **Vehicle Rental Agreement** and/or the terms of any optional extra like coverages); for **Our** legitimate business interests (for example, in recovering the costs of any loss or damage caused to the **Vehicle**); for complying with any legal obligation on **Us** (for example, making any required notification of the incident to appropriate authorities); and establishing, exercising or defending legal claims arising as a result of such incident.

4.3 During **Your** rental **We** will collect where and when **You** rented the **Vehicle**, where and when **You** returned the **Vehicle**, coverage preferences, fuel consumption, mileage, accident history and other information related to the **Vehicle** and **Your** use of it. This information is required in order to provide **You** with the services **You** requested under the rental contract or for **Our** legitimate business interests (for example to monitor the usage of **Our** vehicle fleet).

4.4 In addition to the purposes listed above, **We** use this information to better understand **Our** customers and provide **You** with relevant offers.

4.5 **We** will also collect information about any speeding, parking, toll or other traffic-related fines that **You** incur or any traffic offences that **You** commit during **Your** rental where these are provided to **Us** by any law enforcement agency. **We** will use this information



to deal with such fine or offence in accordance with the terms of **Your Rental Agreement** with **Us**.

- 4.6 Where **You** inform **Us** that **You** have a medical disability that requires an adapted **Vehicle** or other driver aid **We** will use that information in order to provide **You** with the service **You** requested and where **You** have given **Your** explicit consent to **Us** using that information.
- 4.7 When **You** call **Us** (from any phone), **We** may record or monitor the call for quality control, training or similar purposes.
- 4.8 **We** will only use this information for the specific reason for which it is provided. If **You** believe that one of **Your** contacts has provided **Us** with **Your** personal information and **You** would like to request that it be removed from **Our** database, please contact **Adventure Rentals** customer service.

## **5 Third Party Web Sites**

- 5.1 **Our** web site may contain links to partner or third party web sites. **We** do not monitor or control the information collected when **You** choose to click on a link that takes **You** to one of these sites.

## **6 Consent**

- 6.1 By accessing **Our** web site or by entering into a **Rental Agreement** with **Us** and by giving **Us** **Your** personal details, **You** are agreeing to the collection, storage and processing of **Your** personal information by **Adventure Rentals**.

## **7 Changes to Privacy Policy**

- 7.1 Any changes to **Our Privacy Policy** will always be reflected on this Internet site in order that **You** will always know what information **We** gather and how this information is used.

## **8 General**

- 8.1 **Adventure Rentals** are committed to protecting **Your** privacy. **We** will not share **Your** details with a third party and will only communicate with **You** to market **Our** services, and those of **Our** business partners.

- 8.2 **We** do, however, reserve the right to pass **Your** information to third parties if obliged by the laws of the state of Northern Territory to do so.

## **9 Changes to These Terms**

- 9.1 We reserve the right to amend, modify, add, delete and make corrections to this **Privacy Policy** and at any time without notice.