

# PRIVACY

## INTRODUCTION

Miedecke Motor Group recognises the importance of your privacy. We understand your concerns about the security of personal information and are committed to protecting the personal information that we hold about you. This privacy policy deals with how we manage personal information collected by us. We are committed to protecting the personal information that we hold about you.

## THE KINDS OF PERSONAL INFORMATION WE COLLECT AND HOLD

In dealing with you, we may collect information including your name, address, date of birth, telephone numbers, email address and driver's license number.

## HOW WE COLLECT AND HOLD PERSONAL INFORMATION

Generally, we collect personal information directly from you, when you contact or deal with us. We also collect personal information from third parties, for example finance or insurance companies providing related services to you.

We protect this information in a number of ways. It is kept in secure locations, and access to it is restricted to those who have the appropriate authorization under our policies. When the information is no longer required, it is de-identified, deleted, or securely destroyed.

Where we share the information with third parties we ensure they also have appropriate policies and security in place, however these third parties are ultimately responsible for their own policies and practices.

## HOW WE USE AND DISCLOSE PERSONAL INFORMATION

We collect and use your personal information for a number of reasons, including:

- To enable us to properly respond to your request about purchasing a vehicle, parts, service or repair, finance or insurance.
- To provide you with information about products or offers
- To enable us to arrange for you things like vehicle registration, finance or insurance.
- To contact you in the event of a vehicle recall or program or any warranty matters.
- To maintain records for accounting, administrative and legal requirements.
- To provide your details to the vehicle manufacturer for warranty purposes or to conduct customer satisfaction surveys.
- To assist our related companies and other service providers (such as information technology providers and mailing houses) so that they can provide the services that we have contracted out to them.
- As required or permitted by relevant laws and regulations.
- For other purposes related to your dealings with us.

## **LINKS, COOKIES AND USE OF THE MIEDECKE MOTOR GROUP WEBSITES**

Our website contains links to other websites. This Privacy Policy applies to the Miedecke Motor Group website and not any linked websites, aside from Miedecke 'franchised' websites. We encourage you to read the privacy policies of each website that collects your personal information.

Miedecke Motor Group uses technology such as "cookies", "pixel tags" and java code on our websites. The use of "cookies", "pixel tags" and java code is an industry standard, and helps us monitor the effectiveness of our advertising and how visitors use our websites. A "cookie" is a small data element stored by your web browser on your computer system

We use this technology to generate statistics and measure website activity to improve the usefulness of customer visits. During normal website usage we do not collect or store personal information such as your name, mailing address, email address or phone number.

Each time you access Miedecke Motor Group websites, our server may deliver certain customised information, including ads, to you based on the data stored in your cookie.

## **HOW YOU MAY ACCESS YOUR PERSONAL INFORMATION**

We may require your consent to use and/or disclose your personal information if we need to use your information for a purpose that is not related to the purpose for which we collected it. We seek to protect your personal information from misuse, loss and unauthorised access, modification and disclosure by ensuring that your personal information can only be accessed by authorised persons. You can gain access to personal information that we hold about you, subject to some exceptions under privacy legislation, and update your personal information if you believe it is inaccurate, incomplete or out-of-date.

## **HOW YOU MAY MAKE A PRIVACY COMPLAINT**

If you believe that your privacy has been compromised, you are entitled to complain. Please be assured, however, that we are committed to protecting the privacy of your personal information. Please contact us at [privacy@miedecke.com.au](mailto:privacy@miedecke.com.au) if you wish to access personal information we hold about you or seek the correction of that information, or if you wish to complain about a privacy breach by us. We will assign an appropriately senior person to investigate your privacy complaint and we will respond to your complaint with 30 days. In the event you are dissatisfied with the outcome of the complaint of this investigation, you may refer your complain to the Office of the Australian Information Commissioner.

## **TRANSFER OF PERSONAL INFORMATION OVERSEAS**

Miedecke Motor Group may disclose personal information (including credit information) to overseas recipients in order to provide their products and/or services and for administrative or other management purposes.

Our business is affiliated with other businesses located overseas, such as vehicle manufacturers and original equipment manufacturers. In the course of doing business with you we are likely to disclose some of your personal information to overseas recipients. However, we will only do so where:

- It is necessary to complete the transaction you have entered into; and
- You have provided consent; or
- We believe on reasonable grounds that the overseas recipient is required to deal with your personal information by enforceable laws which are similar to the requirements under the APPs or;
- It is otherwise permitted by law.

While it is not practicable to list every country in which such recipients may be located, recipients of such disclosures are likely to include countries where the parent company of our franchises exist.

### **CHANGES TO OUR POLICY**

This Privacy Policy was updated in January 2020. We may update it from time to time at our discretion.

### **OUR CONTACT DETAILS ARE:**

Miedecke Motor Group  
100 Hastings River Drive, Port Macquarie, NSW 2444  
Phone: (02) 6583 8855