

PRIVACY COLLECTION NOTICE AASRA ACCOUNTS

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Privacy Policy

Australian Automotive Service and Repair Authority Ltd ACN 655 606 983 and its related bodies corporate (**we, our or us**) are committed to protecting your privacy in accordance with the *Privacy Act 1988* (Cth) (**Act**) and the Australian Privacy Principles (**APP**).

This policy details how we collect, disclose and handle your personal information. By providing us with personal information, you agree to the terms of this policy and any Privacy Collection Notice and Privacy Consent provided at the point of collection.

Personal information

Personal information is defined under the Act as information or an opinion about an identified individual or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether recorded in a material form or not. Sensitive information is a type of personal information that includes information or an opinion which indicates racial or ethnic origin, religious beliefs or affiliations, membership of a trade union, profession, trade association or political association, political or philosophical opinions, sexual orientation or practice, or criminal record (together "personal information"), or health, genetic or biometric information.

For the purpose of this policy, the personal information we collect will depend on the interaction or dealing you have with us, and may include, but is not limited to the following:

- name, address and contact details;
- previous addresses;
- business information;

- position;
- current and last known employer;
- information in identification documents (e.g. driver's licence);
- date of birth and gender;
- criminal history information (if you are seeking access to security information related to vehicles);
- training and qualifications (if you are seeking safety information related vehicles);
- professional licencing requirements;
- bank account details;
- transaction history, for example the purchase and payment of goods and/or services;
- feedback and responses to surveys and/or promotions;
- changes to content or preferences; and
- information provided on our website or during communication with us.

We may collect personal information as permitted or required by law, for which consent to collect may be requested from you.

Collecting, holding and using information

Personal information may be collected from you directly whenever it is reasonable and practical to do so. There are a number of ways that we may collect personal information, including:

- by email or telephone;
- in person;
- in writing;
- when you visit our website;
- by registering for an account on our website;
- when you submit an application, quote, purchase order or request;
- when using our services which require the provision of personal information;
- in the course of supplying goods or services to you;
- when attending an event conducted by us; or
- when completing a survey or entering a trade promotion or competition conducted by us or on our behalf.

We collect, hold and use personal information so that we can:

- provide, sell and deliver our goods and services to you;
- identify you and conduct necessary checks;
- assess applications;
- issue, manage and administer goods or services provided to you;
- discharge our obligations as scheme advisor in relation to the motor vehicle service and repair information sharing scheme as provided under the *Competition and Consumer 2010* (Cth);
- improve our goods or services;
- address complaints;
- keep a customer record;
- provide direct marketing;
- register a security interest (where applicable); and
- comply with our legal obligations.

You are not obligated to provide your personal information to us. However, if we do not receive requested information from you, we may not be able to provide services, goods or information to you, we may be restricted in how we can communicate or interact with you and you may be restricted in the use of our website.

Providing us with another person's personal information

If you provide us with personal information about another person, you must only do so with their consent and you warrant that the other person is aware of this policy and any applicable Privacy Notice or Privacy Consent.

Disclosure

We may disclose your personal information to our employees, officers, related bodies corporate and third parties as far as reasonably necessary for the purposes set out above. The third parties to whom we may disclose your personal information include:

- the manufacturers, suppliers, and contractors used by us;
- if you are seeking security information from a vehicle manufacturer and/or assisted initialisation and reprogramming services from a third party service provider arranged through us, the third party vehicle manufacturer and/or the third party service provider providing assisted initialisation and reprogramming services;
- insurers, assessors, and underwriters;
- professional advisors and consultants (such as lawyers, accountants, and auditors);
- debt collectors for the purpose of recovering overdue amounts;
- potential business transfers under confidentiality agreement;
- government and regulatory authorities, as required by law and/or in the course of providing our goods and services to you;
- website hosts; and
- third party service providers to whom we outsource some of our functions.

We may also disclose your personal information to a third party where authorised by you, or permitted or required to do so by law.

Website, Cookies and Web Analytics

When you visit our website, we may collect certain information such as server address, browser type, operating system, website visited immediately before coming to our site, the pages you accessed on the website, how long you visited, the date and time you visited, your geographical location and type of device used. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

We may also use 'cookies'. A cookie is a small file our website places on your computer so that it can remember your preferences and improves your experience of our website. You can block placement of cookies in your browser settings. You can also clear cookies from your browser. If you do this, some parts of our website might not work as well.

Our website uses Google Analytics which collects information about the use of the website and traffic to the website. We use Google Analytics to promote our goods and services, including by allowing us to

provide advertising to you on websites not owned by us. You can choose to opt-out of Google Analytics collecting and using your data by downloading the Google Analytics Opt-out Browser Add-on.

Disclosure to overseas recipients

We may disclose your personal information to a vehicle manufacturer you have requested vehicle security information from. Vehicle manufacturers may be located in China, Europe, Japan, Korea, the United States of America or the United Kingdom or any other country that the vehicle manufacturer is located. Where we disclose such information, we take reasonable steps to ensure that the vehicle manufacturers are required to comply with the Australian Privacy Principles set out in the Act and that any sensitive information may not be accessed outside of Australia.

Keeping your information secure

We are committed to ensuring that your personal information is secure – both in electronic and hard copy forms.

We take reasonable steps to keep personal information safe and secure. Most of your personal information is securely and safely stored in our electronic database, where we have hard copies we take reasonable steps to keep these safe and secure. Our employees are required to comply with confidentiality obligations and this policy.

Where we disclose personal information to third parties, we will take reasonable steps to ensure that they comply with the Act, including the Australian Privacy Principles, and this policy.

Finally, we take reasonable steps to destroy or permanently de-identify personal information in a secure manner when it is no longer required.

Changes to this policy

We review our policies and procedures. Please be aware that we may amend, vary, modify this policy at any time in our sole discretion and all changes will be effective immediately upon our posting an updated version on our website.

How we deal with requests and complaints

You can access and correct personal information we hold about you in certain circumstances. You can also contact us if you have any questions about how we handle your personal information, or if you wish to make a complaint.

To protect your privacy and the privacy of others, you will need to provide evidence of your identity before we grant you access to information.

You can contact us by email or write to us at the postal address below. We will get back to you within 30 days.

If you are not satisfied with the response, we provide you may contact the Office of the Australian Information Commissioner with your query or complaint.

Contact us

Attn: Privacy Officer

Business Name: Australian Automotive Service and Repair Authority

Email: info@AASRA.com.au
Website: <https://aasra.com.au>

More information

More information about the Act, APP and CR Code is available from the Office of the Australian Information Commissioner at <http://www.oaic.gov.au>.

1. PRIVACY COLLECTION NOTICE AASRA ACCOUNTS

AASRA Base Account Privacy Notice

Australian Automotive Service and Repair Authority Ltd ACN 655 606 983 and its related bodies corporate (**we, our or us**), is collecting the personal information requested in order to process your request for an account, known as a “base account”, to provide you with our products, to enable you to access, through links in our website, third party vehicle manufacturer websites (where vehicle information regarding the motor vehicle service and repair information sharing scheme as provided under the *Competition and Consumer 2010* (Cth) (**Information Sharing Scheme**) can be accessed), and to provide you information regarding the Information Sharing Scheme, to provide you with promotional and marketing materials from us and surveys to obtain your opinion in connection with the Information Sharing Scheme and other matters, and to provide you with information about our products. If you do not provide us with the information requested, we may not be able to process your base account application or provide our product, and you may need to access vehicle information by directly contacting the vehicle manufacturer to access information under the Information Sharing Scheme, additionally, we may not be able to provide promotional or marketing materials or surveys to you. We may disclose your personal information to our related entities, employees and officers, to third party contractors, to professional advisors, insurers, assessors and underwriters, and to government and regulatory authorities. Disclosure of personal information to overseas recipients may be made if you register a “security account”. Our Privacy Policy contains information on how you can access and correct your personal information, how you can make a complaint to us in relation to our handling of your personal information and further information on privacy. Our Privacy Policy is located at <https://aasra.com.au> You can contact us as follows: the Privacy Officer, Australian Automotive Service and Repair Authority Ltd. info@AASRA.com.au, (03) 9545 3333, www.aasra.com.au.

AASRA Safety Account Privacy Notice

Australian Automotive Service and Repair Authority Ltd ACN 655 606 983 and its related bodies corporate (**we, our or us**), is collecting the personal information requested in order to process your request for an account, known as a “safety account”, to enable us to assess your eligibility to access safety information as defined under the *Competition and Consumer Act 2010* (Cth) (**Competition Act**) and to enable you to access, through links in our website, third party vehicle manufacturer websites (where safety information in respect of the motor vehicle service and repair information sharing scheme as provided under the Competition Act can be accessed). If you do not provide us with the information requested, we may not be able to assess you for eligibility under the Competition Act to access safety information from third party vehicle manufacturers, and you may need to access vehicle safety information by directly contacting the vehicle manufacturer for access to safety information. We may disclose your personal information to

our related entities, employees and officers, to third party contractors, to professional advisors, insurers, assessors and underwriters, and to government and regulatory authorities. Disclosure of personal information to overseas recipients may be made if you register a “security account”. Our Privacy Policy contains information on how you can access and correct your personal information, how you can make a complaint to us in relation to our handling of your personal information and further information on privacy. Our Privacy Policy is located at <https://aasra.com.au> You can contact us as follows: the Privacy Officer, Australian Automotive Service and Repair Authority Ltd. info@AASRA.com.au, (03) 9545 3333, www.aasra.com.au.

AASRA Vehicle Security Professional Account Privacy Notice

Australian Automotive Service and Repair Authority Ltd ACN 655 606 983 and its related bodies corporate (**we, our or us**), is collecting the personal information and sensitive information requested in order to process your request for an account, known as a “security account”, to enable us to assess your eligibility to access security information as defined under the *Competition and Consumer Act 2010* (Cth) (**Competition Act**) and to enable you to access, through links in our website, third party vehicle manufacturer websites (where security information in respect of the motor vehicle service and repair information sharing scheme as provided under the Competition Act can be accessed). We will request your consent to collect, use and disclose sensitive information. If you do not provide us with the information requested, we may not be able to assess you for eligibility under the Competition Act to access security information from third party vehicle manufacturers, and you may need to access vehicle security information by directly contacting the vehicle manufacturer for access to security information. We may disclose your personal information to our related entities, employees and officers, to third party contractors, to professional advisors, insurers, assessors and underwriters, and to government and regulatory authorities. Disclosure of personal information to overseas recipients may be made in accordance with the Competition Act and our Privacy Policy to vehicle manufacturers from whom you have requested security information. Such vehicle manufacturers may be located in China, Europe, Japan, Korea, the United States of America, the United Kingdom or any other country that the vehicle manufacturer is located. Our Privacy Policy contains information on how you can access and correct your personal information, how you can make a complaint to us in relation to our handling of your personal information and further information on privacy. Our Privacy Policy is located at <https://aasra.com.au> You can contact us as follows: the Privacy Officer, Australian Automotive Service and Repair Authority Ltd. info@AASRA.com.au, (03) 9545 3333, www.aasra.com.au..