

# Island Car Hire and King Island Classic Car Hire Privacy Policy

## **What is Personal Information and why do we collect it?**

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we may collect include: full names, business names, addresses, email addresses, phone and telephone numbers, license numbers, plane tickets and date of birth.

This Personal Information is obtained in many ways including via our website islandcarhire.com.au, by our booking links and/or portals, by email, correspondence, by telephone or mobile, from social media messaging like Messenger, from media and publications, from other publicly available sources, from cookies and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, for collection of the excess or bond, in the case of a dispute or if the law requires it, and for providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

## **Third Parties**

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

## **Handling Payments**

Unless otherwise specified, islandcarhire.com.au processes any payments by credit card, bank transfer or other means via external payment service providers. In general and unless where otherwise stated, Users are requested to provide their payment details and personal information directly to such payment service providers. islandcarhire.com.au isn't involved in the collection and processing of such information: instead, it will only receive a notification by

the relevant payment service provider as to whether payment has been successfully completed. Stripe (Stripe Inc)

Stripe is a payment service provided by Stripe Inc.

Place of processing: United States – [Privacy Policy link here](#)

## **Footage and Dashcams**

In our cars we may have dashcams installed for the purpose of collecting evidence in the event of:

- Damage to the vehicle
- An accident or collision involving the vehicle including when a third party is involved
- In any case where it is required by law

At our parking area there is a 24 hr camera installed for reviewing footage for the same purposes as stated above.

The footage will be viewed and used by us only for those purposes.

## **Content from External Platforms**

islandcarhire.com.au may display content on its pages hosted on a third party platform for the purpose of displaying media in relation to the service provided.

These platforms may include but not be limited to:

- Youtube Video Widget, Google LLC, for embedding video content
- Google Maps Widget, Google LLC, for displaying service location/s
- Widgets or Links to relevant social media, for users to view content or interact on platforms we use

This type of service might still collect web traffic data for the pages where the service is installed, even when Users do not use it.

## **Data Retention and User Rights**

We generally keep customer information for as long as We believe necessary for the purpose for which it was collected, or as allowed by law.

In particular, Users have the right to do the following:

- Withdraw their consent at any time. Users have the right to withdraw consent where they have previously given their consent to the processing of their Personal Data.

- Object to processing of their Data. Users have the right to object to the processing of their Data if the processing is carried out on a legal basis other than consent.
- Access their Data. Users have the right to learn if Data is being processed by the Owner, obtain disclosure regarding certain aspects of the processing and obtain a copy of the Data undergoing processing.
- Verify and seek rectification. Users have the right to verify the accuracy of their Data and ask for it to be updated or corrected.
- Restrict the processing of their Data. Users have the right, under certain circumstances, to restrict the processing of their Data. In this case, the Owner will not process their Data for any purpose other than storing it.
- Have their Personal Data deleted or otherwise removed. Users have the right, under certain circumstances, to obtain the erasure of their Data from the Owner.
- Receive their Data and have it transferred to another controller. Users have the right to receive their Data in a structured, commonly used and machine readable format and, if technically feasible, to have it transmitted to another controller without any hindrance. This provision is applicable provided that the Data is processed by automated means and that the processing is based on the User's consent, on a contract which the User is part of or on pre-contractual obligations thereof.
- Lodge a complaint. Users have the right to bring a claim before their competent data protection authority.

## Legal action

The User's Personal Data may be used for legal purposes by the Owner in Court or in the stages leading to possible legal action arising from improper use of islandcarhire.com.au or the related Services.

The User declares to be aware that the Owner may be required to reveal personal data upon request of public authorities.

### Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

## **Security of Personal Information**

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

## **Access to your Personal Information**

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

**Island Car Hire and King Island Classic Car Hire** will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

## **Maintaining the Quality of your Personal Information**

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

## **Policy Updates**

This Policy may change from time to time and is available on our website.

## **Privacy Policy Complaints and Enquiries**

If you have any queries or complaints about our Privacy Policy please contact us at:

**Island Car Hire and King Island Classic Car Hire**

**Email: [islandcarhire@hollnet.com.au](mailto:islandcarhire@hollnet.com.au)**

**Telephone/Mobile: 0425 200 100**

## **Definitions**

**Personal Data (or Data):**Any information that directly, indirectly, or in connection with other information — including a personal identification number — allows for the identification or identifiability of a natural person.

**Usage Data:**Information collected automatically through islandcarhire.com.au (or third-party services employed in islandcarhire.com.au), which can include: the IP addresses or domain names of the computers utilized by the Users who use carhirekingisland.com.au, the URI addresses (Uniform Resource Identifier), the time of the request, the method utilized to submit the request to the server, the size of the file received in response, the numerical code indicating the status of the server's answer (successful outcome, error, etc.), the country of origin, the features of the browser and the operating system utilized by the User, the various time details per visit (e.g., the time spent on each page within the Application) and the details about the path followed within the Application with special reference to the sequence of pages visited, and other parameters about the device operating system and/or the User's IT environment.

**User:**The individual using who, unless otherwise specified, coincides with the Data Subject.

**Data Subject:**The natural person to whom the Personal Data refers.

**Data Processor (or Data Supervisor):**The natural or legal person, public authority, agency or other body which processes Personal Data on behalf of the Controller, as described in this privacy policy.

**Data Controller (or Owner):**The natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of Personal Data, including the security measures concerning the operation and use of islandcarhire.com.au . The Data Controller, unless otherwise specified, is the Owner of islandcarhire.com.au.

**islandcarhire.com.au (or this Application):** the means by which the Personal Data of the User is collected and processed.

**Service:**The service provided by carhirekingisland.com.au as described in the relative terms (if available) and on this site/application.

**Cookie:**Cookies are Trackers consisting of small sets of data stored in the User's browser.

**Tracker:**Tracker indicates any technology - e.g Cookies, unique identifiers, web beacons, embedded scripts, e-tags and fingerprinting - that enables the tracking of Users, for example by accessing or storing information on the User's device.

Note that This privacy policy relates solely to islandcarhire.com.au, if not stated otherwise within this document.