

This Collection Notice sets out the matters described in Australian Privacy Principle (**APP**) 5.2 (as part of the *Privacy Act 1988 (Cth)*) as they relate to Victorian Automotive Chamber of Commerce, trading as OurAuto ABN 63 009 478 209 (**OurAuto**) when we collect personal information about you.

### Order Form and Agreement

OurAuto may at any time and without your consent, disclose your personal information, including any payment defaults made by you, to any credit institution.

OurAuto does not disclose personal information to any overseas organisations other than our New Zealand entities.

### Collection of Personal Information

OurAuto does not collect personal information unless it is necessary to provide products or services to you. We only collect personal information by means that are lawful and fair. When practicable, personal information will only be collected from the individual concerned. In some circumstances, we may collect personal information from third parties. For example, if you are an employee of a corporate customer, contractor or supplier, we may also collect your personal information from your colleagues or employer.

We may collect information about you when you purchase a product or service from OurAuto, make an enquiry about a product or service, visit one of our websites, ask to be placed on one of our mailing lists or supply products or services to us.

The type of information that OurAuto collects about you will depend on the nature of the service provided. Generally speaking, we may collect any of the following types of personal information:

- Name
- Date of birth
- Address
- Email address
- Telephone and facsimile number
- Credit card and other bank details
- Occupation, position or job title
- Details of memberships of trades associations, and
- Other information which may be collected when you visit our website to read or download information, which may include your server address, domain name, the date and time of your visit to our site, the pages viewed and the information downloaded.

If you do not provide the necessary personal information, we may not be able to provide you with the products, services or information that you have requested from us.

### Use or Disclosure of Personal Information

OurAuto will only use or disclose your personal information for the primary purpose for which it was collected, or a related purpose, or where we are required or permitted to do so by law or where you have provided consent. This may include to:

- assist you with your enquiries or complaints;
- develop and improve our client service and relationships;
- receive and deal with feedback;
- provide customer support;

- conduct product development and market research;
- promote, advertise and market any of our products and services; and
- to comply with our legal obligations (including to comply with any law or any lawful request of a law enforcement agency or government authority), resolve any disputes that we may have with any of our customers, and enforce our agreements with third parties.

In addition, OurAuto uses your information when advising you about our products and services, or upcoming events at OurAuto. OurAuto will not provide your personal information to any other organisation for marketing purposes without your consent.

We may disclose your information to:

- outsourced service providers including but not limited to printing houses and mail-out services, billing and debt recovery services, financial institutions and information technology services;
- Professional advisors such as lawyers, accountants and auditors;
- Government authorities as required or authorised by law; and
- Related Motor Trades Associations in other Australian States.

We may disclose your personal information to these third parties so that they can assist us with providing the best possible service to you.

The privacy and collection practices of entities to which we disclose personal information are governed by their own privacy policies and collection notices.

OurAuto provides a website hosting services for its customers. Our third party hosting provider is based in the United States, but websites are hosted on servers located in Australia.

OurAuto is not otherwise likely to disclose personal information to any overseas organisations unless it is with your consent, or the disclosure is required or authorised by law.

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## **Privacy Policy**

OurAuto understands that you value your privacy and wish to have your personal information kept secure. For these reasons, we place a high priority on the security of the personal information that we kept on hold. OurAuto has developed a Privacy Policy to inform you of how we manage your personal information and maintain its integrity and security.

OurAuto's Privacy Policy is available for you to access on our website and can accessed here:

<https://www.ourauto.com.au/Portals/0/opp.pdf>

Our Privacy Policy contains information about you may access the personal information that we hold about you and seek the correction of such information, if you believe it to be incorrect.

The Privacy Policy also contains information about how you may complain about a breach of the APP's and how we will deal with such a complaint.

## **1 Contact Us**

Our contact details in respect of any issues in relation to privacy are:

Telephone: 1300 687 288

Email: [info@ourauto.com.au](mailto:info@ourauto.com.au)

Post: Attention - Privacy Officer

OurAuto

Level 1, 464 St Kilda Road

MELBOURNE VIC 3004