

Privacy policy

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BRIAN'S AUTO CENTRE commitment to privacy

BRIAN'S AUTO CENTRE PTY LTD, its subsidiaries and affiliates in Australia are committed to managing personal information in accordance with the Australian Privacy Principles under the Privacy Act 1988 (Cth) and in accordance with other applicable privacy laws.

This document sets out our policies for managing your personal information and is referred to as our **Privacy Policy**.

In this Privacy Policy, "we" and "us" refers to BRIAN'S AUTO CENTRE PTY LTD and "you" refers to any individual about whom we collect personal information.

What information does BRIAN'S AUTO CENTRE PTY LTD collect about you?

When you enquire about our services or when you become a customer of BRIAN'S AUTO CENTRE PTY LTD , a record is made which includes your personal information.

The type of personal information that we collect will vary depending on the circumstances of collection and the kind of service that you request from us, but will typically include:

- (i) *your name, e-mail, postal address and other contact details; and*
- (ii) *any additional personal information you provide to us, or authorise us to collect, as part of your interaction with BRIAN'S AUTO CENTRE PTY LTD.*

(b) Prospective employees or applicants

We collect personal information when recruiting personnel, such as your name, contact details, qualifications and work history. Generally, we will collect this information directly from you.

(c) Other individuals

BRIAN'S AUTO CENTRE PTY LTD may collect personal information about other individuals who are not customers of BRIAN'S AUTO CENTRE PTY LTD. This includes customers and members of the public we are involved with, individual service providers and contractors to BRIAN'S AUTO CENTRE PTY LTD, and other individuals who interact with BRIAN'S AUTO CENTRE PTY LTD on a commercial basis. The kinds of personal information we collect will depend on the capacity in which you are dealing with BRIAN'S AUTO CENTRE PTY LTD.

You can always decline to give BRIAN'S AUTO CENTRE PTY LTD any personal information we request, but that may mean we cannot provide you with some or all of the services you have requested. If you have any concerns about personal information we have requested, please let us know.

How and why does **BRIAN'S** AUTO CENTRE PTY LTD collect and use your personal information?

BRIAN'S AUTO CENTRE PTY LTD collects personal information reasonably necessary to carry out our business, to assess and manage our customers' needs, and provide services. We may also collect information to fulfil administrative functions associated with these services, for example billing, entering into contracts with you or third parties and managing client relationships.

The purposes for which BRIAN'S AUTO CENTRE PTY LTD usually collects and uses personal information depends on the nature of your interaction with us, but may include:

- (a) *responding to requests for information and other general inquiries;*
- (b) *managing, planning, advertising and administering programs, events, competitions and performances;*
- (c) *researching developing and expanding our facilities and services;*
- (d) *informing you of our activities, events, facilities and services;*
- (e) *recruitment processes (including for volunteers, internships and work experience); and*
- (f) *responding to enquires and complaints*

BRIAN'S AUTO CENTRE PTY LTD generally collects personal information directly from you. We may collect and update your personal information over the phone, by email, over the internet or social media, or in person. We may also collect personal information about you from other sources.

BRIAN'S AUTO CENTRE PTY LTD also collects and uses personal information for market research purposes and to innovate our delivery of products and services.

How does BRIAN'S AUTO CENTRE PTY LTD hold information?

BRIAN'S AUTO CENTRE PTY LTD stores information in paper-based files or other electronic record keeping methods in secure databases (including trusted third party storage providers based in Australia and overseas). Personal information may be collected in paper-based documents and converted to electronic form for use or storage (with the original paper-based documents either archived or securely destroyed). We take reasonable steps to protect your personal information from misuse, interference and loss and from unauthorised access, modification or disclosure.

Our websites do not necessarily use encryption or other technologies to ensure the secure transmission of information via the internet. Users of our websites are encouraged to exercise care in sending personal information via the internet.

We take steps to destroy or de-identify information that we no longer require.

Does BRIAN'S AUTO CENTRE PTY LTD use or disclose your personal information for direct marketing?

BRIAN'S AUTO CENTRE PTY LTD may use or disclose your personal information for the purpose of informing you about our services, upcoming promotions and events, or other opportunities that may interest you. If you do not want to receive direct marketing communications, you can opt-out at any time by contacting us using the contact details below.

If you opt-out of receiving marketing material from us, BRIAN'S AUTO CENTRE PTY LTD may still contact you in relation to its ongoing relationship with you.

How does BRIAN'S AUTO CENTRE PTY LTD use and disclose personal information?

- (a) *For customers*

The purposes for which we may use and disclose your personal information will depend on the services we are providing you. For example, if you have engaged us to deliver a service, we may disclose information about you to service providers where this is relevant to our services.

Personal information may also be shared between related and affiliated companies of BRIAN'S AUTO CENTRE PTY LTD , located in Australia and overseas.

(b) Use and disclosure for administration and management

BRIAN'S AUTO CENTRE PTY LTD will also use and disclose personal information for a range of administrative, management and operational purposes. This includes:

- (i) administering billing and payments and debt recovery;*
- (ii) planning, managing, monitoring and evaluating our services;*
- (iii) quality improvement activities;*
- (iv) statistical analysis and reporting;*
- (v) training staff, contractors and other workers;*
- (vi) risk management and management of legal liabilities and claims (for example, liaising with insurers and legal representatives);*
- (vii) responding to enquiries and complaints regarding our services;*
- (viii) obtaining advice from consultants and other professional advisers; and*
- (ix) responding to subpoenas and other legal orders and obligations.*

(c) Other uses and disclosures

We may use and disclose your personal information for other purposes explained at the time of collection or otherwise as set out in this Privacy Policy.

How can you access or seek correction of your personal information?

You are entitled to access your personal information held by BRIAN'S AUTO CENTRE PTY LTD on request. To request access to your personal information please contact our privacy officer using the contact details set out below.

You will not be charged for making a request to access your personal information but you may be charged for the reasonable time and expense incurred in compiling information in response to your request.

We will take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete and up-to-date. You can help us to do this by letting us know if you notice errors or discrepancies in information we hold about you and letting us know if your personal details change.

However, if you consider any personal information we hold about you is inaccurate, out-of-date, incomplete, irrelevant or misleading you are entitled to request correction of the information. After receiving a request from you, we will take reasonable steps to correct your information.

We may decline your request to access or correct your personal information in certain circumstances in accordance with the Australian Privacy Principles. If we do refuse your request, we will provide you with a reason for our decision and, in the case of a request for correction, we will include a statement with your personal information about the requested correction.

What should you do if you have a complaint about the handling of your personal information?

You may contact BRIAN'S AUTO CENTRE PTY LTD at any time if you have any questions or concerns about this Privacy Policy or about the way in which your personal information has been handled.

You may make a complaint about privacy to the privacy officer at the contact details set out below.

The privacy officer will first consider your complaint to determine whether there are simple or immediate steps which can be taken to resolve the complaint. We will generally respond to your complaint within a week.

In most cases, we will investigate and respond to a complaint within a reasonable time. If the matter is more complex or our investigation may take longer, we will let you know.

If you are not satisfied with our response to your complaint, a complaint may be made to the Office of the Australian Information Commissioner.

How changes are made to this Privacy Policy?

BRIAN'S AUTO CENTRE PTY LTD may amend this Privacy Policy from time to time, with or without notice to you. We recommend that you visit our website regularly to keep up to date with any changes.

How can you contact BRIAN'S AUTO CENTRE PTY LTD?

The contact details for BRIAN'S AUTO CENTRE PTY LTD are:

BRIAN'S AUTO CENTRE PTY LTD Privacy Officer:

2064 Gold Coast Highway, Miami Qld. 4220

Phone 07 5572 3533

Email - brianmj@bigpond.net.au