

## **Find My Van Privacy Policy**

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**Reviewed Date: -**

**Approval Authority: Victoria Taylor**

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### **1. Introduction to Privacy Policy**

Find My Van welcomes You to this website!

Please read these Privacy Policy carefully before using this website.

We are committed to maintaining the confidentiality, integrity and security of any Personal Information about Our End-Users.

To demonstrate Our commitment to protecting Your privacy We have developed this privacy policy ("Privacy Policy"), which describes how We will collect, use, disclose and protect Your Personal Information through the Service.

If You have questions or concerns regarding this statement, You should first contact Find My Van at [admin@findmyvan.com.au](mailto:admin@findmyvan.com.au).

### **2. Terms and Conditions**

2.1. This Privacy Policy as well as Our Terms of Use ("Terms and Conditions of Use") govern Your access and use of the Service, as owned and operated by Find My Van Pty Ltd ACN 655 466 461 of Level 3, 97 Pirie Street, Adelaide SA 5000. In this policy, references to "We" or "Us" are references to Find My Van. "You", "Your" and "Yours" refers to you.

### **3. Consent and Agreement to be Bound**

3.1. Find My Van regards customer privacy as an important part of our relationship with our customers. This Privacy Policy applies to all users and conforms to Internet privacy standards. Find My Van is bound by the Privacy Act 1988 (Cth) as well as the Australian Privacy Principles (APPs).

3.2. By accessing and/or using the Service You agree to this this Privacy Policy and the Terms and Conditions of Use which are incorporated here by reference. If You do not agree to all the terms of this Privacy Policy and the Terms and Conditions of Use, please do not use the Service.

3.3. There are certain types of device data that the Service cannot access without Your consent. The various application marketplace platforms that We provide the Service through will notify You the first time the Service requires permission to access certain types of data and will let You decide to consent to that request.

3.4. In the case of a material change to the Service as described in the amendment provision set out in the Terms and Conditions, and in accordance with the amendment requirements set out therein, We will provide written notice to inform You and will obtain consent from You for any new purposes not previously identified.

### **4. Collection of Information**

4.1. In order to provide the best service possible and conduct our business, we may require personal, sensitive, credit and confidential information from You. The personal information we generally collect includes Your name, address and contact details. We may also collect any further personal information necessary to the provision of the services You have requested.

4.2. We may also collect information relating to Your credit worthiness and history from You or from credit reporting agencies such as Creditor Watch or Equifax, such as Your credit history, bankruptcy history and sensitive information such as police and criminal history checks.

4.3. All correspondence may also be collected and stored, particularly regarding sales, support and accounts, including email. Any information collected by Find My Van is collected via correspondence from You or Your company or through secure third-party checks. This may be in person, via telephone, email, mail or directly through our website.

4.4. By using the Service, you consent to the collection, use and disclosure of Your Personal Information by Us in the manner described in this Privacy Policy. You may always opt not to disclose certain Personal Information, but which may restrict access to certain features of the Service. For any third parties that have access to this information, we require these parties to comply with all laws, regulations and authorities that govern the use of this data in their relevant jurisdiction.

- 4.5. You may opt out of most email communication from Us by clicking on the opt-out link at the bottom of Our emails, or by contacting Us at the contact details listed above. However, we may still contact You for administrative purposes.
- 4.6. By providing Us with your personal information, you consent to receive emails from the Service for administrative or technical issues and You may occasionally receive Our newsletters.
- 4.7. In the unlikely event that We believe that the security of Your Personal Information in Our possession or control may have been compromised and creates a real risk of significant harm to You, or if We believe that a notification is appropriate, we may seek to notify You of that development, pursuant to both Our desire to keep You informed and Our legal requirement to do so (if applicable). If a notification is appropriate, we may notify You by the email address provided.
- 4.8. We may amend or change this Privacy Policy at any time and will notify you of any changes via a prompt to read the updated policy. The use of the information We collect at any given point is subject to the Privacy Policy in effect at the time of collection. If We make any material changes, We will notify You by email. We will post the most current Privacy Policy on our website, and Your use of the website and our Service is subject to the most current Privacy Policy at the time.
- 4.9. We encourage You to periodically check Our Privacy Policy for the latest updates.

## **5. Changes to End User-Information**

- 5.1. We rely on You to ensure that the Personal Information is as accurate, complete and up to date as necessary for the purposes for which it is to be used.
- 5.2. You may request a copy of Your personal information from Find My Van. We may delete Your Personal Information after a reasonable period, unless:
  - 5.2.1. the information is required to be retained in order to comply with the law a (for example, to prevent, investigate, or identify possible wrongdoing in connection with the Service or to comply with legal obligations) and until such time

as such information is no longer required for this purpose, however, You acknowledge that recovery of data is not permitted by You from within this system under these circumstances unless We are required and compelled to do so by law, and in such event, at Your sole expense; or

- 5.2.2. the information is required to be retained for the purposes of debt recovery or repossession of the products and such data may continue to temporarily persist to the extent that such information is required to be used in debt recovery, repossession of goods or other legal proceedings.

## **6. Use of Collected Information**

- 6.1. Personal information collected by Find My Van from its clients, suppliers or other individuals is collected for the purposes of delivering Our Service, and to deliver a high level of customer service.
- 6.2. We will not use or disclose Personal Information other than the purposes identified below (individually and collectively, the "Purpose"):
  - 6.2.1. to provide You with information about us, our products and/or services;
  - 6.2.2. to provide the Service and support, administrative messages, updates, and security alerts, to resolve disputes, and to troubleshoot problems;
  - 6.2.3. to conduct the necessary credit checks where required in order to ensure your credit worthiness.
  - 6.2.4. to measure customer service and to provide you with the latest information and marketing in relation to the Service;
  - 6.2.5. to use certain services on the Service, We may require debit or credit card account information ("Debit or Credit Card Information"). By submitting Your Debit or Credit Card Information through the Service, you expressly consent to sharing of Your information with third-party payment processors and other third-party service providers;
  - 6.2.6. To other purposes related to our business as determined by us from time to time;

6.2.7. to process payments through our third-party payment processes that we engage to provide this service for Us.

6.2.8. We may post Your social media content, testimonials, and other information provided by you (including photos); and

6.2.9. enforcing Our rights against You or in connection with a breach by You of this Privacy Policy or the Terms and Conditions.

6.3. Note that we will not disclose Your personal information to third parties without Your consent. However, if You should fail to pay our bills in a timely manner, we may report the debt for collection to a collection agent and list the debt as unpaid with a credit reporting agency.

6.4. Correspondence (both physical and electronic) is recorded in order to provide service references, and to assist in our staff development.

6.5. Find My Van uses personally identifiable information for essential communications, such as emails, accounts information, and critical service details.

6.6. We may also use Your personal information for other purposes, including marketing, such as communicating with You about news and events, our products and services that we think will interest You and any developments. You may choose to opt-out of receiving such material by emailing us at [admin@findmyvan.com.au](mailto:admin@findmyvan.com.au).

## 7. Use Of Third Parties to Assist Us to Improve

7.1. Find My Van may at its discretion use other third parties to provide essential services on our site or for our business processes.

7.2. We may share Personal Information Our third-party providers subject to the following conditions:

7.2.1. Our service providers are restricted from using Your Personal Information in any way other than for the service they are providing or as it relates to Our Purpose fulfilled by such transfer; this includes the use of Cookies by Our third parties so long as the use on such Cookies is to collect the same type of

information for the same purposes as the Purpose.

7.2.2. We ensure that such third parties maintain reasonable and appropriate safeguards that do not breach Our safeguards of security requirements, or as otherwise required by law.

7.3. Find My Van does not share any information with third parties for any unknown or unrelated uses.

## 8. Storage of Collected Information

8.1. Data that is non-Personal Information may be kept by Us for an indefinite period however, this does not constitute a guarantee that We will keep the data indefinitely.

8.2. You should have no expectation of data retention whatsoever, however Your data may be stored via our third-party service providers such as Redbook Inspect, Credit One group and CIL Caravan and RV Insurance.

8.3. By using the Service or the Website you acknowledge that you have read and consent to the Terms and Conditions of Use and Privacy Policy. Your data may be retained on the Service by Us or our third-party service providers as long as your account is current and active and for a period after our relationship with You has been terminated. Should We create a backup of all data, this backup is for use by Us only in the case of disaster recovery or to maintain business operations in the case of an emergency.

8.4. When You enter sensitive information on our website, that information will be encrypted. We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it.

8.5. We hold personal information in secure and confidential files maintained in electronic or physical form.

8.6. We take all reasonable steps to protect personal information held by us from loss, unauthorised access, misuse, damage, destruction, and from, modification or disclosure of data.

8.7. However, despite our best efforts, you acknowledge that computer, internet, telecommunications and physical protection

systems are not fault-free, and therefore we do not guarantee the security of personal information will be uninterrupted, secure or error-free or that content loss won't occur. Whilst we can take preventative measures to the best of our ability, You acknowledge that we are not responsible for any loss or damage arising from an event herein described.

- 8.8. The security of Your personal information is important to us. If You have a security related concern, please contact Us at the contact details provided above. We will work closely with You to ensure a quick and personal response to Your concerns.

## 9. Billing

- 9.1. We do not collect financial information from You for the purposes of billing. We may engage with third party payment providers (such as RapidPay) to facilitate payments on our behalf.
- 9.2. If You overpay Us we may credit Your account. However, in the event that a refund is required, we will contact You to obtain Your account information. This information will only be used for the purposes of facilitating the refund.
- 9.3. In the event that You fail to pay Your bill on time (or at all) we may list the unpaid debt as a default with a credit reporting organisation and will update the status to paid once the debt has been paid off in full.

## 10. Legal

We reserve the right to disclose Your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our Website.

## 11. Links

Links on the site to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain name of <https://www.findmyvan.com.au/>.

## 12. Changes to Privacy Policy

We reserve the right to modify this privacy statement at any time. The most recent version can be accessed on our website.

## 13. Disclaimer

WE ARE NOT RESPONSIBLE FOR THE ACTIONS OF OUR

THIRD-PARTY PROVIDERS. IF YOU CANNOT USE THE SERVICE AT ANY TIME, WE WILL NOT BE HELD RESPONSIBLE FOR THIS. IF YOU CHOOSE TO ACCESS THE SERVICE, YOU DO SO AT YOUR OWN RISK AND YOU ARE RESPONSIBLE FOR COMPLYING WITH ALL LOCAL LAWS, RULES AND REGULATIONS. WE MAY LIMIT THE AVAILABILITY OF THE SERVICE, IN WHOLE OR IN PART, TO ANY PERSON, GEOGRAPHIC AREA AND/OR JURISDICTION WE CHOOSE, AT ANY TIME AND IN OUR SOLE DISCRETION. PLEASE REFER TO OUR TERMS AND CONDITIONS FOR FURTHER DETAILS.

## 14. Effective Date

This Privacy Policy is effective as of the Effective Date.

## 15. Use Of Cookies and Usage Data

We may use session Cookies and usage data to fulfil the Purpose, by tracking information about You as related to Your usage of the website and correlating to other personally identifiable information collected while on the Service or connected to Our third party processors. We may also use Cookies that are created by the Service to secure Your login session and to help ensure the security of Your account.

## 16. Miscellaneous

If any portion of this Privacy Policy is deemed unlawful, void or unenforceable by any arbitrator or court of competent jurisdiction, this Privacy Policy as a whole shall not be deemed unlawful, void or unenforceable, but only that portion of this Privacy Policy that is unlawful, void or unenforceable shall be stricken from this Privacy Policy. The insertions of headings are for convenient reference only and are not to affect the interpretation of this Privacy Policy.

## 17. Contact details

If You wish to access any of Your personal information or seek a correction to Your personal information held by us, please contact us directly:

### ***Find My Van Privacy Officer***

Level 3, 97 Pirie Street, Adelaide SA 5000

Telephone: 0422 725 507

E-mail address: [admin@findmyvan.com.au](mailto:admin@findmyvan.com.au).