

# PRIVACY POLICY

## Document Control - Revision Status

Issue/Rev.	Date	Revision Description	By	Checked	Approved
1	05/08/2024	Original	JM	JT	16/8/2024
2					
3					

### **AUTHORISATION:**

*This policy forms part of the Safety and Health Management System. When signed below it is confirmed that this policy is approved for use*



Chief Executive Officer:

Date 16/08/2024

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**Scope**

Double R values and respects the privacy of the people we deal with. Double R is committed to protecting your privacy and complying with the Privacy Act 1988 (Cth) (Privacy Act) and other applicable privacy laws and regulations.

This Privacy Policy (Policy) describes how we collect, hold, use and disclose your personal information, and how we maintain the quality and security of your personal information.

**What Is Personal Information?**

“Personal information” means any information or opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is reasonably identifiable. In general terms, this includes information or an opinion that personally identifies you either directly (e.g. your name) or indirectly.

**What Personal Information Do We Collect?**

The personal information we collect about you depends on the nature of your dealings with us or what you choose to share with us.

The personal information we collect about you may include:

- name;
- mailing or street address;
- date of birth;
- email address;
- phone number;
- drivers licence details;
- profession, occupation or job title;
- details of the products and services you have purchased from us or which you have enquired about;
- equipment and servicing details, including registration, service appointment bookings and servicing and repair history;
- vehicle information including location tracking where a Telematics unit is fitted;
- information collected from marketing campaigns, customer surveys, competitions entered into by you and your interactions with us including via social media;
- information you provide to us via interactions with our representatives; and
- any additional information relating to you that you provide to us.

Under certain circumstances, Double R may need to collect sensitive information about you. This might include any information or opinion about your membership with a professional body or driving history.

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If we collect your sensitive information, we will do so only with your consent, if it is necessary to prevent a serious and imminent threat to life or health, or as otherwise required or authorised by law, and we take appropriate measures to protect the security of this information.

You do not have to provide us with your personal information. Where possible, we will give you the option to interact with us anonymously or by using a pseudonym. However, if you choose to deal with us in this way or choose not to provide us with your personal information, we may not be able to provide you with our services or otherwise interact with you.

### How Do We Collect Your Personal Information?

We collect your personal information directly from you when you:

- interact with us over the phone;
- interact with us in person;
- interact with us online;
- take a test drive at one of our locations;
- drives a vehicle fitted with a telematics unit to collect vehicle performance data including location tracking;
- receive a repair, service or goods;
- participate in surveys or questionnaires;
- attend a Double R event;
- subscribe to our mailing list;
- provides goods or services to us; and
- apply for a position with us as an employee, contractor or volunteer.

### Collecting Personal Information from Third Parties

We may also collect your personal information from third parties or through publicly available sources. We collect your personal information from these third parties so that we are able to make predictions about your interests in order to provide to you information about our goods and services.

### How Do We Use Your Personal Information?

We use personal information for many purposes in connection with our functions and activities, including the following purposes:

- to update our records and keep your contact details up to date;
- provide you with information or services that you request from us;
- deliver to you a more personalised experience and service offering;
- improve the quality of the services we offer;
- to monitor the performance of the online sites and to optimise the operation of those sites;
- to respond to any complaint made by you;
- internal administrative purposes;
- marketing and research purposes;

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- assessing your suitability for employment or other relationships with us;
- analysis of vehicle performance, including road safety and use of technologies in the vehicle; and
- to comply with any rule, law, regulation, binding determination, direction or decision of a regulator, or in co-operation with any governmental authority.

## Security Surveillance of Double R Premises

Double R has installed security cameras in and around select premises. This means that in certain sections of premises you may be under surveillance. There will be warning signs concerning this as you enter our sites.

## Disclosure Of Personal Information To Third Parties

We may disclose your personal information to third parties in accordance with this Policy in circumstances where you would reasonably expect us to disclose your information. For example, we may disclose your personal information to:

- our employees, related bodies corporate, contractors or service providers for the purposes of operating our online sites or our business, fulfilling requests by you, and to otherwise provide products and services to you via other parties including, web hosting providers, IT systems administrators, mailing houses, couriers, payment processors, data entry service providers, network administrators, debt collectors;
- professional advisors such as accountants, solicitors, business advisors and consultants;
- suppliers, financiers, insurers and other third parties with whom we have commercial relationships, for business, marketing, and Double R related purposes;
- any organisation for any authorised purpose with your express consent; and
- in exceptional circumstances we may be obligated under Australian Law, to disclose private information to Authorities or Regulators, or for law enforcement or to prevent a serious threat to public safety.

## Transfer Of Personal Information Overseas

Some of the third-party service providers we disclose personal information to may be based in or have servers located outside of Australia.

Where we disclose your personal information to third parties overseas, we will take reasonable steps to ensure that data security and appropriate privacy practices are maintained. We will only disclose to overseas third parties if:

- you have given us your consent to disclose personal information to that third party; or
- we reasonably believe that:
  - the overseas recipient is subject to a law or binding scheme that is, overall, substantially similar to the APPs; and
  - the law or binding scheme can be enforced; or
- the disclosure is required or authorised by an Australian law or court / tribunal order.

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## How Do We Protect Your Personal Information?

Double R will take reasonable steps to ensure that the personal information that we hold about you is kept confidential and secure, including by:

- having a robust physical security of our premises and databases / records;
- taking measures to restrict access to only personnel who need that personal information to effectively provide services to you;
- having technological measures in place (for example, anti-virus software, fire walls).

## Online Activity

### *Cookies*

The Double R website uses cookies. A cookie is a small file of letters and numbers the website puts on your device if you allow it. These cookies recognise when your device has visited our website(s) before, so we can distinguish you from other users of the website. This improves your experience and the Double R website(s).

We do not use cookies to identify you, just to improve your experience on our website(s). If you do not wish to use the cookies, you can amend the settings on your internet browser so it will not automatically download cookies. However, if you remove or block cookies on your computer, please be aware that your browsing experience and our website's functionality may be affected.

### *Website analytics*

Our website uses analytics to help us better understand visitor traffic, so we can improve our services. Although this data is mostly anonymous, it is possible that under certain circumstances, we may connect it to you.

### *Direct marketing*

We may send you direct marketing communications and information about our services, opportunities, or events that we consider may be of interest to you if you have requested or consented to receive such communications. These communications may be sent in various forms, including mail, SMS, fax and email, in accordance with applicable marketing laws, such as the *Australian Spam Act 2003* (Cth). You consent to us sending you those direct marketing communications by any of those methods. If you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so.

You may opt-out of receiving marketing communications from us at any time by following the instructions to "unsubscribe" set out in the relevant communication / contacting us using the details set out in the "How to contact us" section below.

In addition, we may also use your personal information or disclose your personal information to third parties for the purposes of advertising, including online behavioural advertising, website

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personalisation, and to provide targeted or retargeted advertising content to you (including through third party websites).

**Retention Of Personal Information**

We will not keep your personal information for longer than we need to. In most cases, this means that we will only retain your personal information for the duration of your relationship with us unless we are required to retain your personal information to comply with applicable laws, for example record-keeping obligations.

**How To Access And Correct Your Personal Information**

Double R will endeavour to keep your personal information accurate, complete and up to date.

If you wish to make a request to access and / or correct the personal information we hold about you, you should make a request by contacting us using the details set out in the “How to contact us” section below.

**Links To Third Party Sites**

Double R website(s) may contain links to websites operated by third parties. If you access a third-party website through our website(s), personal information may be collected by that third party website. We make no representations or warranties in relation to the privacy practices of any third-party provider or website and we are not responsible for the privacy policies or the content of any third party provider or website. Third party providers / websites are responsible for informing you about their own privacy practices and we encourage you to read their privacy policies.

**Inquiries And Complaints**

For complaints about how Double R handles, processes or manages your personal information, please contact us using the details set out in the “How to contact us” section below. Note we may require proof of your identity and full details of your request before we can process your complaint.

A representative of Double R will contact you within a reasonable time after receipt of your complaint to respond to your complaint. If you are not satisfied with Double R’s response to a complaint, you have the right to contact the Office of Australian Information Commissioner (at www.oaic.gov.au/) to lodge a complaint.

**How To Contact Us**

If you have a question or concern in relation to our handling of your personal information or this Policy, you can contact us for assistance as follows:

- Email:** privacyofficer@dbl.com.au
- Contact number:** (02) 6372 3257
- Post:** Double R Pty Ltd, PO Box 1051 Mudgee NSW 2850

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