

Privacy Policy

1. Why we collect your personal information and what information we collect.

The Motorbuys system will collect your personal information to be able to source and provide you with new vehicle quotes.

The Motorbuys system will collect your personal information to be able to source and provide you with new vehicle quotes. We may also provide your details to Positive Group Australia Pty Ltd, ACN 610 067 715 in order to assist you with the finance of your vehicle. To be able to provide this service we need to collect your;

- Full name,
- Postcode
- Email address and
- Mobile phone number

2. How we collect, use and hold this information.

The Motorbuys system collects this information directly from your inputs requests on the website. The Motorbuys system uses this information to direct quote requests to the correct new vehicle dealerships, and to direct dealerships quotes directly back to you via a personal dashboard.

Where clearly requested by you, the Motorbuys system will transfer your personal information to third party organisations to complete;

- Request to a financier for you to seek finance payment details, complete a finance application or request basic information on a finance enquiry.
- Request to refer your personal details to the winning new vehicle dealership. The dealership will use this information to contact you to arrange the sale and delivery of the new vehicle.

This information is held on our secure server for as long as required by law. When your personal information is no longer required or requested to be destroyed by you, the Motorbuys system will take every step to ensure this information is removed permanently and securely from our server.

This information will never knowingly be shared with an overseas entity.

3. Can you remain anonymous or use a pseudonym?

You can deal with the Motorbuys system anonymously or through a pseudonym where it is lawful and reasonably practicable to do so.

4. Dealing with unsolicited personal information?

Any unsolicited information of a private nature, however received by the Motorbuys system, will be subjected to a determination whether that information is or has been obtained by consent and if not it will be destroyed or de-identified.

5. Notification of the collection and use of your personal information.

If we collect or are provided with private information from a third party about another individual and/or if we reasonably believe that a third party is not aware that we have been provided with confidential or private information, we will notify that person or body as to the fact that we have been provided with that information, the Motorbuys system contact details and the circumstances and reasons (if known) of/for the collection of that material along with a copy of this privacy policy.

We may also use or disclose the personal information for the following purposes:

- To enable us to discharge our statutory obligations;
- To enable us to discharge our contractual obligations when providing services to third parties;
- To enable the resolution of a concern or complaint such as to a mediator or lawyer; and
- To provide services.

6. Cookies for Internet Website Services.

We generally use “cookies” as a fundamental part of our interaction with your Internet browser from the Motorbuys system website. The purpose is to provide you with better and more customised service and with a more effective website. A “cookie” is a small text file placed on your computer by our web page server. A cookie can later be retrieved by our webpage servers. Cookies are frequently used on websites and you can choose if and how a cookie will be accepted by configuring your preferences and options in your browser.

The Motorbuys system use cookies for several different purposes. We allocate a cookie to each user that visits the Motorbuys system website.

This cookie never allows the Motorbuys system to collect personally identifiable information from you or your computer. We use this cookie:

- to allocate a Motorbuys system ID number to your Internet browser. We cannot identify you from this number;
- to determine if you have previously visited the Motorbuys system website;
- to identify pages you have accessed and Third Party websites you have accessed; and
- for security purposes.

The Motorbuys system also uses cookies for secure services on the website. These cookies are used for a variety of purposes, including for security and personalisation reasons. If your personal settings on your computer are configured to reject all cookies you will be unable to use secure services on the Motorbuys system website.

7. Marketing

We may use or disclose your personal information to let you know about, and develop, products and services from the Motorbuys system that might better serve your financial, needs or promotions or other opportunities in which you may be interested. For example, we may do this after an initial marketing contact. All direct marketing will contain the ability for you to opt out or be removed from receiving any further marketing. For more information about this please email support@motorbuys.com.au.

8. Privacy Across All Australian States and Territories.

The Motorbuys system site operates throughout Australia and some of these uses and disclosures may occur outside your State or Territory; accordingly, in some circumstances we may require further consents. We do not operate outside of Australia and will never knowingly share your personal information with overseas entities.

9. Accuracy and quality of the information we collect.

The Motorbuys system only collects basic personal information imputed by you. However we will take every step reasonable to ensure that the personal information collected, used, or disclosed is accurate, up-to-date, complete and relevant.

10. Emails

The Motorbuys system keep or monitor all email content sent to us if required by law or used to monitor the quality of our service.

11. Accessing your personal information.

The Motorbuys system allows, and is obligated at law in certain instances, to grant you access to your personal information upon request. However, this is subject to various exceptions allowed by law such as:

- access would pose a serious threat to the life or health of any individual;
- access would have an unreasonable impact on the privacy of others;
- a frivolous or vexatious request;
- the information relates to a commercially sensitive decision making process;
- access would be unlawful;
- access would prejudice enforcement relating to criminal activities and other breaches of law, public revenue, a security function or negotiations with you;
- legal dispute resolution proceedings;
- where a third party has given us health information about you in confidence;
- denying access is required or authorised by or under law. If an access request is denied, reasons will be provided.

12. How can you access this information?

You can contact Motorbuys to view or change your personal information at anytime by emailing support@motorbuys.com.au.

In certain circumstances under the Privacy Act we may refuse to provide or destroy your personal information. We will always provide you with these reasons and you have the right under the Privacy Act to challenge the decision.

13. How can you make a complaint if you feel that the Motorbuys system has not complied with the Privacy Act?

You can make a complaint to the Privacy Commissioner by following the prompts at <http://www.oaic.gov.au/>.

Changing or updating your personal information.

If your information is not correct or requires updating please notify us immediately. It is also an obligation in some instances that you maintain the accuracy of your personal information, such as your address and contact details if you have entered into a contract with the Motorbuys system.

The Motorbuys system will take all reasonable steps to ensure that your privacy details are accurate.

14. Copyright

Information contained on this website or reproduced from the site is owned and under copyright to Vehicle Solutions Australia, with the exception of material including marketing and referral messages that are clearly identified as a third party. All information is for personal reference only and to be used for the purposes as set out in the site.

Contact us about privacy

You can contact us on:

Contact: Privacy Officer

Local Phone: (08) 8338 4427

By Post: PO Box 64, Glenside, SA 5065

Email – support@motorbuys.com.au

Regular reviews of this policy.

This Privacy Policy will be reviewed regularly to ensure we comply with all Privacy Policy requirements under Australian Law.

Dated: 10th October 2015