PRIVACY POLICY

This policy outlines the ways in which BSP Trailer Hire and its related entities ("We") collect, use, disclose, store, secure, manage and dispose of your Personal Information in accordance with the Australian Privacy Principles ("the APP's").

Where the words "Personal Information" are used in this policy, that expression means information or an opinion that is either specifically about you, or if you are not specifically identified but you are reasonably capable of being identified, irrespective as to:

(a) Whether the information or opinion is true or not; and

(b) Whether the information or opinion is recorded in a material form or not.

The Kinds of Personal Information We Collect and Hold

The kinds of Personal Information we collect from you may vary depending upon the nature of the services you have instructed us to provide. Generally, we will collect information regarding your name, contact details, date of birth, drivers licence number & credit card details. It is necessary for us to collect this Personal Information in order to provide you with trailer rental services.

How We Collect and Hold your Personal Information

We will collect the majority of your Personal Information from you directly, usually through telephone, email or face to face communication, through your completion of a form, your completion of an online booking, or any combination of these. We may also however obtain your Personal Information from:

(a) Third party individuals who make a booking with us on your behalf;

(b) Our employees, agents or contractors;

(c) Government Departments or Agencies by undertaking searches or by request.

We will make our best attempts to contact you and obtain your consent before contacting any third party for the purposes of collecting your Personal Information.

We take reasonable technical and organisational measures to protect personal information from unauthorised access, misuse, or disclosure.

The Purposes for which we Collect, Hold, Use and Disclose your Personal Information

We collect, hold, use and disclose your Personal Information for the following purposes:

(a) Providing with trailer rental services to you or someone else you know;

(b) Facilitating our internal business operations, including the fulfilment of any legal requirements; and

(c) Analysing our services and client needs with the view of developing new or improved services.

(d) Providing you with information about other services that we, our related entities and other organisations that we have affiliations with, offer that may be of interest to you;

How you May Access or Seek the Correction of Personal Information Held by Us

You may access or seek the correction of any Personal Information held by us by contacting us using the contact details available at our website www.bsptrailerhire.au or by written request forwarded to:

BSP Trailer Hire

PO Box 327

Springwood NSW 2777

AUSTRALIA

How You May Complain about a Breach of the APP's by Us

If at any stage you feel we have breached the APP's in our collection, use, disclosure, storage, security, management or disposal of your Personal Information, you may lodge a complaint with us using the contact details available on our website www.bsptrailerhire.au.

We are committed to protecting your privacy and as such we treat all complaints very seriously. We will address your concerns with our Company Directors and contact you to ensure you are satisfied with our proposed resolution. If we do not respond to you within 30 days or you are not satisfied with our response, you are entitled to lodge a "Privacy Complaint Form" with the Office of the Australian Information Commissioner.

Copies of this form and details relating to lodgement are available at

https://www.oaic.gov.au/privacy/privacy-complaints

Our Disclosure of Your Personal Information to Overseas Recipients

We may in the course of providing rental services to you disclose your Personal Information to overseas recipients. This may occur in the following circumstances:

(a) Where you instruct us to disclose, whether in writing or verbally, information which contains your Personal Information to an overseas party; or

(b) Where your Personal Information is disclosed for the purposes of processing documentation or data on your behalf, and the employee, agent, representative, or contractor retained to assist in the preparation or storage of the documentation or data is based overseas.

We do not as a matter of course disclose the Personal Information of our Australian customers to overseas recipients. Where we intend to do so, we will advise you of the location in which such overseas recipient is likely to be located so as to obtain your informed consent to such a disclosure before it is made.