

Privacy Policy – Yeppoon Auto Rentals PTY LTD

Effective Date

[February 2026]

1. Introduction

Yeppoon Auto Rentals PTY LTD (“we”, “our”, “us”) respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store and disclose your personal information when you use our car rental services, website, or interact with us.

We comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). By using our services or website, you agree to the collection and use of information in accordance with this policy.

2. What Personal Information We Collect

Identity Information

- Full name
- Date of birth
- Driver’s licence details
- Passport or other government identification (if required)

Contact Information

- Phone number
- Email address
- Residential address

Booking Information

- Rental dates
- Vehicle details
- Pickup and return location
- Additional drivers listed on the rental

Payment Information

Payments are processed through secure third party providers such as Stripe. We do not store full credit card numbers on our systems.

Verification Information

Where necessary, we may verify your identity using services such as Stripe Identity or similar identity verification providers.

Website Usage Data

- IP address
- Device and browser information

- Pages visited
- Cookies and analytics data

3. How We Collect Personal Information

We collect personal information when you:

- Make a booking online or by phone
- Submit identification for verification
- Rent a vehicle from us
- Contact us for customer support
- Use our website or booking system

We may also receive personal information from third party providers involved in payment processing or identity verification.

4. Why We Collect Your Information

We collect and use personal information to:

- Process and manage vehicle rental bookings
- Verify your identity and driver eligibility
- Process payments and security deposits
- Communicate with you regarding bookings or enquiries
- Provide customer support
- Comply with legal and regulatory obligations
- Prevent fraud or misuse of our vehicles
- Improve our services and website

5. Disclosure of Personal Information

We may disclose personal information to:

- Payment processors (such as Stripe)
- Identity verification providers
- Insurance companies in the event of claims or incidents
- Mechanics or service partners involved in vehicle maintenance or pickup arrangements
- Government or law enforcement authorities where required by law
- Professional advisers such as accountants, insurers or lawyers. We do not sell or rent personal

information to third parties.

6. Storage and Security of Personal Information

Yeppoon Auto Rentals PTY LTD takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Security measures may include:

- Secure encrypted website connections (SSL)
- Secure payment processing systems
- Restricted access to personal data
- Secure cloud storage

However, no internet transmission or electronic storage method is completely secure.

7. Cookies and Website Tracking

Our website may use cookies and similar technologies to:

- Improve website performance
- Analyse website traffic
- Improve the booking experience

You can adjust your browser settings to disable cookies if you prefer.

8. Access and Correction of Personal Information

You may request access to personal information we hold about you and request corrections if the information is inaccurate, incomplete, or outdated.

Requests can be made using the contact details below.

9. Retention of Personal Information

We retain personal information only for as long as necessary to:

- Provide our services
- Maintain rental records
- Comply with legal and taxation obligations
- Resolve disputes or enforce agreements

After this period, personal information may be securely deleted or anonymised.

10. Overseas Disclosure

Some third party providers we use (such as payment processors or cloud storage providers) may store or process data outside Australia.

Where this occurs, we take reasonable steps to ensure those providers handle personal information in accordance with Australian privacy laws.

11. Changes to This Privacy Policy

Yeppoon Auto Rentals PTY LTD may update this Privacy Policy from time to time. Any updates will be published on our website with the revised effective date.

12. Contact Us

If you have questions about this Privacy Policy or wish to make a privacy complaint, please contact:

Yeppoon Auto Rentals PTY LTD
Email: yeppoonar@gmail.com
Phone: 0417038605
Address: 8 Shoalwater Circuit Lammermoor

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).