

Privacy Policy

Hornsby Automotive Group Pty Ltd trading as Hornsby Mazda (ABN 41 003 629 543) ("we", "us" or "our") understands that the privacy of your personal information is important to you.

This privacy policy (Privacy Policy) explains how we collect, use, hold, disclose or otherwise handle or manage information about you. It also explains the ways in which you can contact us to access or correct the information we hold about you or make a complaint.

We are bound by the Privacy Act 1988 (Cth) ("Privacy Act" or "the Act") and specifically, the Australian Privacy Principles in Schedule 1 of the Act ("APPs") on which this Privacy Policy is based.

1. THE COLLECTION OF PERSONAL INFORMATION

1.1 Kinds of information we collect and hold

We collect information that is reasonably necessary for or directly related to one or more of our functions and activities. The types of personal information we collect include but are not limited to your:

- name;
- gender;
- occupation and employment details;
- contact details;
- address details;
- registration and driver's licence details;
- credit card and bank account details; and
- other financial information.

1.1.1 Anonymity

When entering into transactions with us, you have the right to remain anonymous unless such anonymity would be considered unlawful or impractical. If the information we request for the purpose of any transaction or the provision of products or services is not provided to us, then this may affect our ability to transact with you or provide those products or services to you.

1.2 How we collect your personal information

We may collect personal information from you in a variety of ways including, without limitation:

- on vehicle purchase contracts.
- service orders
- questionnaires
- through our website,
- over the telephone; and/or
- during person to person contact.

The collection will be done by lawful and fair means and not in an unreasonably intrusive way. We will collect information directly from you wherever possible. If this is not possible, we will take reasonable steps to ensure that you are made aware of the information being collected as outlined in the collection statement.

Information collected automatically

When you access or use our website, we will automatically collect certain information from your computer or mobile device, including:

- details of the website that referred or otherwise linked you to our website;
- session data (such as the date and time you visited our website, time spent, content viewed, pages visited and any searches you made during your session);
- your IP or server address or domain name; and
- the type of device, operating system and internet browser you used.

Cookies

Typically, the information above will be tracked and collected using 'cookies', which are small text files placed on your computer for later retrieval by our web server. Cookies do not alter the operation of your computer or mobile device in any way and are frequently used on websites. You can choose if and how a cookie will be accepted by configuring your preferences and options in your browser, however if you disable cookies on your computer, this may result in you being unable to use our website to the fullest and optimum extent.

Third Parties

In some cases third parties may use cookies and other technologies such as those described above. These technologies may be used in connection with activities like surveys, online behavioural advertising, website analytics and email campaign management. The services we may use from time to time include Google Analytics, Google Display Network, Google AdSense, DoubleClick, Yahoo, Adobe, Campaign Manager and Microsoft. You can find more details in the privacy policies for those services (e.g. Google's Ads Preferences Manager), including information on how to opt-out of certain conduct.

2. HOW WE HOLD YOUR INFORMATION

From time to time, we may hold your personal information in any combination of data storage facilities, cloud computing facilities or paper based files, which may be operated or held by us or by third party service providers under a contractual arrangement. Where possible, we will seek to ensure that those service providers are bound by obligations of privacy and confidentiality that are similar to those set out in this Privacy Policy.

We will take such steps as are reasonable in the circumstances to protect your personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure. Some of these steps may include employing the following security measures:

- physical measures (such as restricting access to our premises and securely destroying paper based files);
- technical measures (such as employing appropriate firewalls and intrusion prevention systems on our systems and encrypting the data we collect and transmit); and
- administrative and organisational measures (such as restricting the access and use of personal information by our employees).

Retention of personal information Generally, we will retain your personal information until we no longer need it for any purpose that is permitted by the Privacy Act or to comply with an Australian law or a court/tribunal order. In that case, we will take such steps as are reasonable in the circumstances to destroy or de-identify the information.

3. PURPOSE OF COLLECTION, USE AND DISCLOSURE OF PERSONAL INFORMATION

3.1 How we use personal information

We collect and use personal information for purposes including:

- Purposes that are made clear at the time which the information is collected,
- any purpose relating to buying, selling, repairing, insuring, financing and loaning vehicles and parts, including registering the vehicle in the name provided by you;
- responding to enquiries in relation to products that we sell and services we offer;
- customer assistance, care, contact and information
- any related purpose which would be reasonably necessary or directly related to one or more of our functions or activities;
- Marketing, events and promotional activities.

We do not collect, hold or use any personal information unless the information is considered necessary for the effective functioning or activities of our business.

We only hold and use personal information for the purposes for which it was originally collected, unless required or authorised by or under law or if the individual concerned has consented to the intended use.

We do not collect, hold and/or process any personal or sensitive information against the expressed wishes of an individual, unless we are required by law to do so.

3.2 Disclosure

During the course of our day to day business, we may disclose your personal information to third parties outside our organisation, including but not limited to:

- those that you have consented we disclose your personal information to, either impliedly by your conduct, verbally or in writing;
- a vehicle manufacturer and its related entities (you can find more details on the manufacturer's privacy policy here <https://www.mazda.com.au/privacy-policy/>);
- financiers and insurers
- any government agencies, including any licensing authorities and motor registries
- contracted service providers including but not limited to advertising and marketing agencies, , mailing houses, printers, organisations that assist us to conduct promotions or market research, payroll service providers, recruitment agencies, debt collectors, data analysts, IT service providers, roadside assistance providers, database storage and service providers, cloud service providers and professional advisors;
- to related companies;
- as required by an enforcement authority, regulator, law, court or tribunal.

3.3 Cross border disclosure

We do not ordinarily disclose your personal information overseas. However there may be circumstances where we need to disclose your personal information to a third party and this third party may disclose your personal information overseas. This may occur, for example where we have to send your personal information to the manufacturers, distributors and or financiers and they will on-send that information to their overseas headquarters or related companies.

We take all reasonable steps to ensure that any personal information collected is kept safe from misuse, loss and unauthorised access, modification and disclosure. Prior to disclosing personal information to overseas recipients, we will take reasonable steps in the circumstances to ensure that the overseas recipient adheres to the APPs or similar standards.

4. ACCESS, CORRECTION, COMPLAINTS AND ENQUIRIES

At all times, we strive to ensure your personal information is treated confidentially and in accordance with the Privacy Act. You have the right to access your personal information held by us. If you believe your personal information has been handled in a way that does not comply with the Privacy Act, or if you wish to access or correct information that we hold about you, or opt out of any direct marketing material please contact us and provide as much information as possible to assist us in providing you with a prompt response.

All enquiries should be directed to:

The Privacy Officer
Hornsby Automotive Group

PO Box 801
Hornsby NSW
Australia 1630
By phone: +61 2 9372 3000
By email: privacyofficer@hornsbymazda.com.au

We may also require proof of your identity.

For information about privacy generally, or if your concerns are not resolved to your satisfaction, please contact the Office of the Australian Information Commissioner at www.oaic.gov.au and on 1300 363 992.

5. CHANGES TO THIS PRIVACY POLICY AND OBTAINING A COPY OF THIS POLICY

We make this Privacy Policy available on our websites and will provide a copy of this Privacy Policy to anyone who requests it free of charge.

We may review and update this Privacy Policy from time to time to ensure it is current. If such a review or update does occur, the most current version of the Privacy Policy is placed on our websites.

Last updated June 2017