Handy Rentals (Australia) Ltd

Privacy Policy

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ABN: 96 065 165 933

1. Purpose

Handy Rentals (referred to in this policy as **we**, **our** or **us**) is committed to protecting the privacy of our customers and handling personal information responsibly.

This Privacy Policy explains what personal information we collect, how we use it, who we share it with, how long we retain it and the rights available to you under the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles**.

By creating an account, making a booking, hiring a vehicle, contacting us or otherwise using our services, you acknowledge that your personal information may be collected, used and disclosed in accordance with this Privacy Policy.

2. Privacy at a Glance

Topic	Summary
Information Collected	Identity, contact, licence, booking, hire, payment and vehicle tracking information
Purpose	Vehicle rental services, identity verification, fraud prevention and legal compliance
Payment Providers	Stripe and eWAY
Vehicle Tracking	GPS and telematics systems may be used
Data Hosting	Sydney, Australia
Marketing	We do not use customer personal information for marketing campaigns
Privacy Officer	office@handyrentals.com.au

3. Information We Collect

Depending on the services you use, we may collect:

Identity Information

- Full name
- Date of birth
- Driver licence number
- Driver licence expiry date

- Driver licence issuing jurisdiction
- Driver licence address

Contact Information

- Email address
- Mobile phone number
- Alternative telephone numbers
- Emergency contact details

Address Information

- Residential address
- Driver licence address
- Temporary or local address, where provided

Account Information

- Username
- Login records
- Authentication records
- Account preferences
- Support requests and correspondence

Booking and Hire Information

- Reservation records
- Booking history
- Hire agreements
- Vehicle allocation information
- Vehicle return information
- Incident records
- Infringement information

Payment Information

- Payment method token
- Billing information
- Payment transaction references

Handy Rentals does not store full payment card numbers or card security codes.

Vehicle Tracking Information

Where fitted, hire vehicles may collect:

- GPS location data
- Vehicle movement information
- Telematics information

- Vehicle status information

4. How We Collect Information

We may collect information:

- Directly from you during registration
- During the booking process
- During vehicle collection
- During identity verification processes
- During customer support interactions
- During vehicle hire and return
- From payment providers
- From government authorities and infringement agencies where authorised by law
- From vehicle tracking systems

5. Why We Collect Information

We collect personal information in order to:

- Create and manage customer accounts
- Verify identity
- Verify driving eligibility
- Prevent fraud and misuse
- Process bookings
- Administer vehicle hires
- Manage customer support requests
- Process payments
- Recover vehicles
- Manage infringements
- Comply with insurance obligations
- Comply with legal and regulatory requirements
- Protect the safety and security of customers, vehicles and staff

6. Identity Verification

Handy Rentals currently relies on in-person verification of driving licences and identity documents by authorised team members at vehicle collection.

Customers may be required to present:

- A physical driver licence; or
- An official Australian digital driver licence where accepted by law and company policy.

We may use approved third-party identity verification providers in the future to assist with:

- Identity verification
- Driving licence validation
- Fraud prevention
- Document validation
- Biometric comparison
- Liveness testing

Submission of information through the website does not remove the requirement to present identification at vehicle collection.

7. Payment Information

Payment card information is processed by approved payment service providers including Stripe and eWAY.

Handy Rentals does not store full payment card numbers or card security codes.

A valid payment method may be required in order to maintain an active customer account and complete vehicle bookings.

Payment information is used for:

- Identity verification
- Fraud prevention
- Vehicle hire payments
- Security deposits where applicable
- Authorised post-hire charges

8. Post-Hire Charges

Your authorised payment method may be used for authorised charges arising after a hire.

These may include:

- Toll charges
- Parking infringements
- Speeding infringements
- Infringement nomination fees
- Associated administration fees

Supporting documentation will normally be provided.

Such charges commonly arise within 28 days of vehicle return but may arise later where notification is delayed by third parties, regulatory authorities or other external organisations.

9. Vehicle Tracking and Telematics

Hire vehicles may be fitted with GPS tracking and telematics systems.

Tracking information may be used for:

- Vehicle recovery

- Theft prevention
- Fleet management
- Safety monitoring
- Incident investigation
- Operational management

GPS and telematics information is generally retained for up to 90 days unless required for an ongoing investigation, dispute or legal matter.

10. Communications

We may send communications relating to:

- Account creation
- Identity verification
- Booking confirmations
- Booking cancellations
- Vehicle collection
- Vehicle return
- Late returns
- Safety notices
- Support requests
- Infringement notices
- Post-hire charges

Handy Rentals may use email, SMS, telephone or other communication channels for these operational purposes.

We do not use customer personal information for marketing campaigns.

11. Disclosure of Information

We may disclose information to:

- Stripe
- eWAY
- SparkPost
- SendGrid
- Twilio
- Vonage
- Microsoft 365 service providers
- Vehicle tracking providers
- Professional advisers
- Insurers
- Courts and tribunals

- Law enforcement agencies
- Government authorities
- Regulatory bodies
- Debt recovery providers

Information will only be disclosed where reasonably necessary for the purpose for which it was collected or where required or authorised by law.

12. Overseas Storage and Processing

Handy Rentals systems are hosted in Sydney, Australia.

Customer information may be stored or processed using infrastructure located outside Australia.

Primary operational systems, databases, archives and backups are hosted in Sydney. Backups are encrypted.

Where we disclose personal information to an overseas recipient, we will take reasonable steps required by the Australian Privacy Principles unless an exception applies.

13. Information Retention

Handy Rentals retains information only for as long as reasonably necessary to fulfil operational, contractual, legal and regulatory requirements.

Record Type	Typical Retention Period
GPS Tracking Information	90 days
SparkPost Email Logs	10 days
SendGrid Email Logs	7 days
Customer Account Information	While the account remains active and thereafter only as required for lawful business purposes
Booking Records	7 years
Hire Agreements	7 years
Financial Records	7 years
Infringement Records	7 years
Support Records	As reasonably required

Where information is no longer required, it will be securely deleted, anonymised or archived.

14. Security

Handy Rentals takes reasonable steps to protect personal information against:

- Loss
- Misuse
- Interference
- Unauthorised access
- Unauthorised disclosure
- Alteration

- Destruction

Security measures include:

- Access controls
- Authentication controls
- Encrypted backups
- Monitoring and audit logging
- Secure payment processing

15. Your Rights

Subject to applicable law, you may request:

- Access to your personal information
- Correction of your personal information
- Closure of your online account
- Information about how your personal information is used

Certain information may need to be retained in order to comply with legal, accounting, regulatory or contractual obligations.

16. Privacy Officer

Privacy enquiries may be directed to:

Privacy Officer
Handy Rentals
PO Box 436
Joondalup WA 6919
Australia
Email: office@handyrentals.com.au
Telephone: 1800 131 975

17. Privacy Complaints

If you have concerns regarding how Handy Rentals has handled your personal information, please contact our Privacy Officer.

We will investigate privacy complaints and respond within a reasonable timeframe.

If you are dissatisfied with our response, you may contact the **Office of the Australian Information Commissioner**:

Website: https://www.oaic.gov.au
Telephone: 1300 363 992

18. Changes to this Policy

We may update this Privacy Policy from time to time to reflect changes in our services, legal obligations or business operations. The current version will always be available through the Handy Rentals website and customer portal.