



Privacy Policy

DriverCare and its related companies are subject to the Australian Privacy Act 1988, as amended by the Privacy Amendment (Private Sector) Act 2000, & the New Zealand Privacy Act 1993, with regards to the operations of services offered to users, as well as The Australian Spam Act of 2003 & the New Zealand Unsolicited Electronic Messages Act 2007, in the case of the website with domain url: <http://www.drivercare.com.au>. We are committed to protecting clients' personal information from misuse according to Australian Privacy Principles as found at [Privacy fact sheet 17: Australian Privacy Principles](#) & New Zealand Privacy Principles as published by the Office of the Privacy Commissioner.

1. Collection

DriverCare collects personal information required to conduct their role of providing service to users. In the event of this procedure it is necessary to pass on information to third parties in order to conduct business on the client's behalf. Only information required for this service is collected and passed and under no circumstances is this information used for secondary purposes.

2. Use and Disclosure

Information required to conduct our service falls into the categories of contact details - personal and employment and insurance details required to process claim, repairs and deliveries, hire car arrangements as well as Client reporting and statistics. In order to conduct our service we need to pass on certain information on your behalf.

In the event of our lawful duty of care we may be required to disclose personal information, but only in the event of our lawful duty to do so.

If we are required to disclose your information in any other event we would only do so with your consent.

3. Data Quality

It is DriverCare's aim to keep client data as complete and accurate as possible. We are however reliant on the accuracy and frequency of data supplied to us by users. We are continually taking measures and applying new innovations to increase accuracy in order to provide the highest quality of service.

4. Data Security

DriverCare protects user's data on their database and online by employing the best possible data and internet security innovations.
Only authorised entry to our database and our premises is permitted.

5. Grievances

If you wish to question any aspects which relate to DriverCare's Privacy Policy please direct your queries at our Contact Us page.
Request of personal information will not be denied as determined by the Australian Privacy Act 1988, & the New Zealand Privacy Act 1993.

Under no circumstances will information be given out over the phone and or without going through DriverCare's Service Providers Risk Management Procedures.