

PRIVACY IS PARAMOUNT AT MY ZERO DRIVER PTY LTD

This Privacy Policy applies to all personal information collected by My Zero Driver Pty Ltd ACN 150 461 662 via the website located at www.zerodriverson.com.au ("the website").

IF YOU HAVE ANY CONCERNS ABOUT YOUR PRIVACY:

Your privacy is very important to us. For that reason, please read the following information carefully and please feel free to contact us if you have any questions.

You can contact us in your preferred manner:

Via www.zerodriverson.com.au/contact OR

By emailing direct to accounts@zerodriverson.com.au OR

By calling 1300699376 and requesting to speak with or request a call back from the Director

THE KINDS OF PERSONAL INFORMATION THAT WE COLLECT AND HOLD

We may collect personal information from you in the course of access and compiling your own personal profile, either over the phone with one of our operators or if you input any personal information into the website. In addition, we also collect cookies from your computer, which enables us to tell when you use the website and also to help customise your website experience.

We do not collect or store your credit card account details on our website - rather for the purpose of streamlining the service we provide - this information is encrypted and stored on a third party server namely 'Stripe' . The details provided are then shared direct to our Bank via the Stripe Payment Gateway. Our staff cannot access your personal bank or credit card details and none of your account information enters our environment.

WHY WE COLLECT, HOLD, USE AND DISCLOSE PERSONAL INFORMATION

In order to assist you in providing a personal designated driver service we have to maintain a database with your personal details. The purpose for which we collect personal information is to provide you with the best service experience possible. Some provision of personal information is optional. However, if you do not provide us with certain types of personal information, we may be unable to provide you with the full access and the accompanying benefits of being able to use the full range of services available via the website.

We customarily disclose personal information to our service providers (sub-contracted drivers) who assist us in providing the service. We may also provide your relevant information to licensees or affiliates for marketing purposes – where we believe the proffered or synergistic benefits may be advantageous to our customers. We may also provide your relevant information to licensees, subsidiaries, affiliates or companies where there is a common source of control for marketing purposes. If you do not agree to this disclosure you must inform us of this and then we will only disclose personal information to an unrelated third party with your consent.

If you do not want us to disclose your information for these services you can opt out by providing your details in writing either via direct email to accounts@zerodriverson.com.au or via the contact us link on the website with "personal information - opt out" in the subject line.



CHANGES TO YOUR PERSONAL INFORMATION

Once you have completed a personal profile on the website – you will have access to it 24 hours a day 7 days a week (excepting outages) and can edit your own personal information, or you can contact us by emailing accounts@zerodriverson.com.au or calling our Admin team on 130068899376 and they will update details for you as directed.

HOW YOU CAN REPORT OR COMPLAIN ABOUT A BREACH OF THE AUSTRALIAN PRIVACY PRINCIPLES AND HOW WE WILL DEAL WITH SUCH A COMPLAINT:

If you have any concerns about the way we handle your personal information, and in the first instance you should report this to My Zero Driver Pty Ltd direct either by emailing us at accounts@zerodriverson.com.au or via the website www.zerodriverson.com.au/contact, or by calling 1300699376 and speaking with the Director.

We have a strict code of conduct (refer separate document) in regard to the protection of customer's privacy and personal information and we welcome your feedback and input regarding any concerns; in particular if you have a complaint or in the event of any alleged breaches, we undertake to investigate any and all claims made in the manner set out above.

Under the Privacy Act 1988 (Privacy Act) you can make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information by private sector organisations covered by the Privacy Act.

DISCLOSURE:

Access and correction: Australian Privacy Principle 12 of the Australian Privacy Act 1998 (Cth) allows you to get access to, and correct, the personal information we hold about you in certain circumstances. If you would like to obtain such access, please contact us on the details set out above.

Security: We have processes in place to ensure the security of your personal information, including encryption of all data when it is transferred to our service providers and limitations on access to personal information within our organisation.

Our website is hosted in Australia, but we may need to transfer data on the website (including all personal information) to an overseas hosting service provider in the event of anticipated outages or extended interruption to our service for whatever reason. You hereby consent to this transfer.

