

# Privacy Policy

**JP & JC Holdings Pty Ltd, trading as Belgrove Hire and Barwon Grove Transport** is committed to providing quality hire and heavy haulage services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

## What is Personal Information and why do we collect it?

Personal Information is information that identifies an individual. We collect your personal information via our credit applications, hire schedules, online equipment and transport bookings, identity checks and verbal conversations with you both on the phone and in person.

We collect your Personal Information only for the purposes of providing top quality services to you and to assist us with our accounting and administration. This assists us to protect you and ourselves from fraudulent activity.

## Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

**PLEASE NOTE:** We do not seek or collect any sensitive information as outlined above as it has no bearing on our ability to provide hire services to our customers.

## Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

## Disclosure of Personal Information

Your Personal Information may be disclosed in a very limited number of circumstances including the following:

- Third parties where you consent to the use or disclosure
- Where required or authorised by law
- To relevant parties including debt collection agencies, credit reference bodies, legal advisors or industry associations in the case of payment default

Rest assured, your personal information will not be shared or sold to any third parties for the means of external marketing.

### Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

We may hold your personal information in either/both hard copy or electronic form. We utilise strict and up to date security protocols and systems in order to protect you and ourselves from external information breaches.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information.

### Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing. In order to protect your Personal Information we will require identification from you before releasing the requested information.

### Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

### Policy Updates

This Policy may change from time to time and is available on our website. [www.belgrove.com.au](http://www.belgrove.com.au)

### Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us:

#### The Privacy Officer

[accounts@belgrove.com.au](mailto:accounts@belgrove.com.au)

03 5223 2855

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