



U-Haul Australia Pty Ltd Privacy Policy

This policy outlines the ways in which U-Haul Australia and its related entities (“**We**”) collect, use, disclose, store, secure, manage and dispose of your Personal Information in accordance with the Australian Privacy Principles (“**the APP’s**”).

Where the words “**Personal Information**” are used in this policy, that expression means information or an opinion that is either specifically about you, or if you are not specifically identified but you are reasonably capable of being identified, irrespective as to:

- (a) Whether the information or opinion is true or not; and
- (b) Whether the information or opinion is recorded in a material form or not.

The Kinds of Personal Information We Collect and Hold [APP 1.4(a)]

The kinds of Personal Information we collect from you may vary depending upon the nature of the services you have instructed us to provide. Generally, we will collect information regarding your name, contact details, date of birth, drivers licence number, credit card details and loyalty program membership details if applicable. It is necessary for us to collect this Personal Information in order to provide you with trailer, utility or lawnmower rental services.

How We Collect and Hold your Personal Information [APP 1.4(b)]

We will collect the majority of your Personal Information from you directly, usually through telephone, email or face to face communication, through your completion of a form, your completion of an online or kiosk booking, your subscription to a mailing list, or any combination of these. We may also however obtain your Personal Information from:

- (a) Third party individuals who make a booking with us on your behalf;
- (b) Our employees, agents or contractors;
- (c) Third party agencies contracted by us in order to obtain market information to improve the quality of the goods and services which we provide; or
- (d) Government Departments or Agencies by undertaking searches or by request.

We will always make our best attempts to contact you and obtain your consent before contacting any third party for the purposes of collecting your Personal Information.

The Purposes for which we Collect, Hold, Use and Disclose your Personal Information [APP 1.4(c)]

We collect, hold, use and disclose your Personal Information for the following purposes:

- (a) Providing with trailer, utility or lawnmower rental services to you or someone else you know;
- (b) Administering any loyalty program that we may offer customers from time to time;
- (c) Providing you with information about other services that we, our related entities and other organisations that we have affiliations with, offer that may be of interest to you;
- (d) Facilitating our internal business operations, including the fulfilment of any legal requirements; and
- (e) Analysing our services and client needs with the view of developing new or improved services.

How you May Access or Seek the Correction of Personal Information Held by Us [APP 1.4(d)]

You may access or seek the correction of any Personal Information held by us by contacting our Head Office using the contact details available at our website www.trailerrentals.com.au or by written request forwarded to:

The General Manager
PO Box 470
Buddina QLD 4575
Australia

How You May Complain about a Breach of the APP's by Us [APP 1.4(e)]

If at any stage you feel we have breached the APP's in our collection, use, disclosure, storage, security, management or disposal of your Personal Information, you may lodge a complaint with our Privacy Officer using the contact details available on our website www.uhaul.com.au.

We are committed to protecting your privacy and as such we treat all complaints very seriously. Our Privacy Officer will address your concerns with our Company Directors and contact you to ensure you are satisfied with our proposed resolution. If we do not respond to you within 30 days or you are not satisfied with our response, you are entitled to lodge a "Privacy Complaint Form" with the Office of the Australian Information Commissioner. Copies of this form and details relating to lodgement are available at www.oaic.gov.au/privacy/making-a-privacy-complaint.

Our Disclosure of Your Personal Information to Overseas Recipients [APP 1.4(f)]

We may in the course of providing rental services to you disclose your Personal Information to overseas recipients. This may occur in the following circumstances:

- (a) Where you instruct us to disclose, whether in writing or verbally, information which contains your Personal Information to an overseas party; or
- (b) Where your Personal Information is disclosed for the purposes of processing documentation or data on your behalf, and the employee, agent, representative, or contractor retained to assist in the preparation or storage of the documentation or data is based overseas.

Countries in Which Overseas Recipients Likely to be Located [APP 1.4(g)]

We do not as a matter of course disclose the Personal Information of our Australian customers to overseas recipients. Where we intend to do so, we will advise you of the location in which such overseas recipient is likely to be located so as to obtain your informed consent to such a disclosure before it is made.

Our Website

We collect website activity statistics such as the number of visitors, pages visited, time and date of visit and where you accessed our website from, so that we can make informed decisions relating to improving our website and blogs and the services we deliver. This information is anonymous and doesn't identify a person.

When you visit our website a cookie is placed on your computer. The cookie does not contain personal information that can identify you, but may contain information about the page you visited on our website. If you do not wish for this to occur, you can remove cookies from your computer, by following the standard procedures applicable to your internet browser.

Copies of this Policy are available free of charge upon request.