

# Clintons Toyota Privacy Statement

Clintons Toyota are committed to the confidential protection of your personal information. This statement explains what information we collect and how we safeguard that information and if necessary how we disclose that information.

## **Collection of Information.**

Clintons Toyota collects information that identifies you. This information would include your name, address and other information supplied by you or other people nominated by you. All this personal information is collected by lawful means and not in an unreasonably intrusive way. If you require finance or insurance for the purpose of purchasing a new vehicle, additional information may also be required including your present financial commitments and following up on any other previous credit or financial history. If such information is required from other sources, our policy is to inform you what or who the other sources are and ask for your permission before doing so.

## **Identifiers.**

Clintons Toyota do not intentionally adopt, use or disclose an identifier that has been assigned by a Commonwealth Government agency as its own e.g. Medicare Number. Please note that an individual's name or ABN (as defined by A New Tax System (Australian Business Number Act 1999) is not an **identifier**.

## **How we use your information.**

The personal information that you provide to Clintons Toyota and is intended for use solely for the normal business services offered by our organisation which are detailed generally below:

a) The selling of motor vehicles, b) Financial & Insurance Services, c) Service and Spare Parts department requirements.

The information that you provide to us will also be used for marketing purposes. This includes putting your name and relevant contact details onto our mailing lists for the purposes of informing you of any products or services offered by Clintons Toyota, Toyota Australia, or any Financial Institutions associated with Clintons Toyota. If you do not wish to receive these offers or partake in these marketing exercises we will remove your name from these mailing lists.

You can do this by calling us on **(02) 4645 5888** or writing to us at :

**PO Box 375 Campbelltown 2560**

It is our policy not to sell or trade your personal information to any external organisations. Some of the personal information supplied by you is shared with Toyota for Warranty, Demographic and Customer Satisfaction purposes. All this information is supplied in a confidential and secure manner.

## **Sensitive Information**

Clintons Toyota do not actively seek to collect sensitive information about

you unless:

a) you have consented b) the collection is required by law.

## **The security of your information.**

Clintons Toyota have a policy that all personal information collected about you is kept and controlled in a secure manner. We have in place secure offices, cabinets and computer systems that require passwords and specific access permissions to gain access to your information.

All the above helps us to protect your personal information from

: misuse

: loss

: unauthorised access

: modification, and

: disclosure

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In the event of contact with you through internet browsing and E-mail, all information collected from you will be treated in the same confidential manner. However, all E-mail correspondence received by us will be scanned for known viruses.

We have procedures in place to destroy or de-identify any personal information as requested by law. Generally, the legal requirement is that we retain your information for seven years, after which we destroy it.

### **Access to your information**

You can request access to personal information that we hold about you. We will endeavor to fulfill your request in as short a time frame as is possible, unless there are circumstances whereby we are not required to give this information by law. In such circumstances, we will inform you of the reason(s) why.

We will endeavor to keep our customer files & information accurate, complete and up-to-date. If any of our information is not accurate, complete or up-to-date, please inform us in order for us to correct any mistakes.

**Clintons Toyota continuously prides itself on its work ethics and reputation in the Motor Industry. We will take all steps to ensure that your Private information is collected, confined and secured in a safe and confidential manner, and we will take steps to address any errors as quickly as possible.**

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