

BEAMOVE RIDE PRIVACY POLICY

Beamove Pty Ltd (“Beamove”, “we”, “us”, “our”) respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and store personal information.

1. What information do we collect?

We may collect personal information including:

- full name;
- phone number;
- email address;
- residential or pickup/drop-off addresses;
- booking details;
- payment information;
- communications with Beamove;
- driver and vehicle information;
- ABN details;
- identity verification information;
- device or platform usage information; and
- other information reasonably required to provide services.

2. How We Collect Information

- We may collect information when you:
- make a booking;
- contact Beamove;
- submit forms;
- communicate with drivers;
- use our website, platform, or services; or
- provide information voluntarily.

3. How We Use Information

- We may use personal information to:
- arrange transportation services;
- communicate regarding bookings;
- process payments;
- verify identity and eligibility;

- improve our services;
- resolve disputes or complaints;
- comply with legal obligations;
- detect fraud or misuse;
- maintain safety and operational standards; and
- send service-related communications.

4. Sharing Information

We may disclose personal information to:

- independent drivers;
- payment service providers;
- technology and platform providers;
- professional advisers;
- insurers;
- regulatory authorities; or
- other parties where required by law.

We only share information reasonably necessary for operational purposes.

5. Driver Access to Your Information

You acknowledge that drivers may receive access to certain personal information, including:

- names;
- contact details;
- pickup and drop-off locations; and
- booking information.

Drivers are contractually required to protect your information and may not use such information for unauthorised purposes.

6. Data Security

Beamove takes reasonable steps to protect personal information from misuse, interference, unauthorised access, disclosure, or loss.

7. Retention of Information

We may retain personal information for as long as reasonably necessary for operational, legal, accounting, dispute resolution, or compliance purposes.

8. Access and Correction

You may request access to personal information held by Beamove and request corrections where information is inaccurate.

Requests may be submitted using the contact details below.

9. Marketing Communications

Beamove may send operational or promotional communications.

You may opt out of marketing communications at any time.

10. Cookies and Website Data

Beamove websites or platforms may use cookies, analytics, and similar technologies to improve functionality and user experience.

11. Overseas Disclosure

Some service providers or technology platforms used by Beamove may store or process data outside Australia.

By using Beamove services, you consent to such overseas disclosure where reasonably necessary.

12. Changes to This Privacy Policy

Beamove may update this Privacy Policy from time to time.

Updated versions become effective once published.

13. Contact Us

Beamove Support

Email: support@beamove.com.au

Website: <https://beamove.com.au/contact-us>