

# PRIVACY POLICY

**Last Updated: June 2026**

## 1. Introduction

Truck Mate respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store and disclose personal information when you use our website or services.

## 2. Information We Collect

We may collect the following information:

- Full name
- Residential address
- Email address
- Telephone number
- Driver licence details
- Date of birth
- Payment information
- Booking details
- Vehicle hire information
- Communications with us
- Website usage information

## 3. How We Collect Information

We may collect information when you:

- Submit a booking request
- Hire a vehicle
- Contact us by phone, email or website
- Complete online forms
- Make payments
- Subscribe to updates or promotions
- Use our website

## 4. How We Use Information

We may use personal information to:

- Process bookings and rentals
- Verify identity and eligibility to hire vehicles
- Process payments
- Communicate regarding bookings and services

- Provide customer support
- Improve our services
- Comply with legal obligations
- Detect and prevent fraud or misuse

## **5. Disclosure of Information**

We may disclose personal information to:

- Payment service providers
- Insurance providers
- Professional advisers
- IT and website service providers
- Government agencies and law enforcement authorities where required by law
- Third parties involved in the provision of our services

We do not sell personal information to third parties.

## **6. Storage and Security**

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

While we take security seriously, no method of electronic transmission or storage is completely secure.

## **7. Access and Correction**

You may request access to the personal information we hold about you and request corrections if the information is inaccurate or out of date.

Requests may be submitted using the contact details provided below.

## **8. Cookies and Analytics**

Our website may use cookies and similar technologies to:

- Improve website performance
- Analyse website traffic
- Enhance user experience
- Support advertising and marketing activities

You may disable cookies through your browser settings, although some website functionality may be affected.

## **9. Marketing Communications**

Where permitted by law, we may send promotional and marketing communications.

You may opt out of receiving marketing communications at any time by contacting us or using the unsubscribe option included in our communications.

## **10. Third-Party Websites**

Our website may contain links to third-party websites.

We are not responsible for the privacy practices or content of third-party websites.

## **11. Changes to This Policy**

We may update this Privacy Policy from time to time.

The latest version will always be available on our website.

## **12. Contact Us**

For privacy-related enquiries, requests for access to information, or privacy complaints, please contact:

**Truck Mate**

ABN: 79 656 351 610

Phone: 0433 801 991

Email: [sales@truckmate.com.au](mailto:sales@truckmate.com.au)

By using our website or services, you acknowledge that you have read and understood this Privacy Policy.