

Privacy Policy

The privacy of our customers, suppliers and contractors is of utmost importance to All Wheels. When you rent a vehicle from All Wheels, we collect certain information directly from you to determine the terms and conditions of the Rental Agreement that should apply. We may also collect information indirectly through a travel agent, credit card providers or credit reporting agencies. The information includes all the personal details we require you to provide on the Rental Agreement.

We may use your personal information for the purpose of:

- Providing the service requested by you and for any other compatible purposes including the managing, improving and developing our business systems and improving our services, including conducting customer satisfaction surveys by phone or email;
- Direct marketing such as offering you products and services provided by us, our associated business partners, suppliers or insurer;
- To respond to legal requirements or claims (eg. request from law enforcement agencies), enforce local policies, protect the rights, property or safety of others.

We may disclose your personal information to other related and non-related organisations such as:

- Licensees, agents and suppliers of All Wheels
- Your organisation if you use our services under a corporate account
- Our contracted service providers
- Credit card providers
- Credit reporting and fraud checking agencies
- Debt collection agencies, in the event of your default in payment of monies owed to us
- City Councils and Government or Private Organisations responsible for the processing or handling of traffic related infringements
- Driver licensing authorities, and
- Government, regulatory and law enforcement agencies where the disclosure is required or authorised by law

To ensure that your personal information is kept secure and confidential and is used and disclosed in accordance with our policy, we will restrict the handling of your personal information only to persons authorised by us.

We may give you access to the personal information that we hold about you at any time except information related to existing or anticipated legal proceedings between us and you.

- When you request access to Your information, you must first specify the information that you want access to and provide further information to enable us to verify your identity
- You may make the request by phone or email but if your request requires us to access archived material or spend significant time in preparation or research, we will advise the likely cost in advance
- If there are any changes or errors in the information you have provided, let us know and we will take all reasonable steps to correct the information

If you have any concerns about how we handle your personal information or if you believe that we have handled your personal information inappropriately, please feel free to contact the Operations Manager by post, email or phone.

CONTACT DETAILS

The Operations Manager
All Wheels Car & Truck Rental
27 Unwins Bridge Road
SYDENHAM NSW 2044
Tel: 02 9519 5110
Email: customer.service@allwheels.com