

Privacy Policy

Rich River Hire Cars believes that the principal of personal privacy is an inherent individual right that is important for our own business and the businesses of our clients and customers.

We are committed to the safety and security of our client's information through our compliance with the National Privacy Principles, set out in the Privacy Act 1988.

Collection of Personal Information

Rich River Hire Cars only collects personal information if necessary for our business purposes. The type of information we collect will depend on the purpose for which it is collected. It may be limited to contact details or may include more detailed information where a client relationship exists (eg. Credit Card details).

Use of Personal Information

We use personal information only for the primary purpose for which it is collected. That may include supplying our services or responding to an individual's request.

Depending on the purpose for which we have collected personal information, we may store some of the information in our client relationship management system.

Some or all of this information may be available to chauffeurs and authorised staff of Rich River Hire Cars for use in accordance with this policy.

We may also use contact information to market our services. However, the individual always has the opportunity to elect not to receive further marketing information from us by emailing us at the address at the end of this document.

Rich River Hire Cars

Internally, we have controls and procedures in place to ensure that personal information provided to us remains confidential. All our staff are trained in privacy and are bound by strict duties of confidentiality to the business and its clients.

Disclosure of Personal Information

We do not sell or trade personal information, or allow third parties to use that personal information for their own purposes.

Occasionally, our business needs require that external contractors or suppliers assist us with information handling. This may include such processes as off site security storage, website hosting, electronic database management or management of a Rich River Hire Cars event.

If a third party needs to access information, we attempt to limit that access to the extent necessary for the third party to provide their required services or functions. We will ensure that those suppliers and contractors are also bound by duties of confidentiality and by the same privacy obligations as Rich River Hire Cars.

Privacy On Our Website

This policy applies equally to any personal information we collect via our website. Apart from personal information a client provides to us intentionally (eg. a request for our services), this section explains some other ways in which Rich River Hire Cars collects information via its website.

In order to properly manage our website, we may log certain statistics about a user of the site, for example the user's domain and browsers types. None of this information specifically identifies an individual and it is used solely to ensure that our website presents the best possible navigational experience for visitors.

Because Rich River Hire Cars wants your web experience to be as informative and resourceful as possible, we provide a number of links

to websites operated by third parties. You should be aware that we are not responsible for the privacy practices or policies of those sites.

Security of Personal Information

Rich River Hire Cars aims to achieve industry best practice in the security of personal information which it holds. It is our policy to destroy personal information once there is no longer a legal need for us to retain it.

Effect of Policy

This policy does not form a contract between an individual and Rich River Hire Cars. The policy may also be subject to change. Whenever you need to refer to this policy you should contact us, or check our website for the most up to date version.

This policy was updated Oct 2018.

Rich River Hire Cars - email info@richriverhirecars.com.au