



Privacy Policy - OnlyPark Pty Ltd

1. Introduction

OnlyPark Pty Ltd ("we," "our," "us") is committed to protecting the privacy of individuals. This Privacy Policy outlines how we collect, use, disclose, and protect personal information in compliance with the Privacy Act 1988 (Cth) and the Information Privacy Act 2009 (Qld).

Definitions

For the purposes of this Privacy Policy:

- **"OnlyPark"**, **"we"**, **"us"**, or **"our"** refers to OnlyPark Pty Ltd (ABN 19 677 432 870).
- **"You"**, **"your"**, or **"user"** means any individual using our services or website, including visitors, customers, guests, or drivers.
- **"Services"** refers to any parking-related technology, operational, or enforcement service offered by OnlyPark, including QR check-in, digital permits, LPR patrols, car park management, and consultancy.
- **"Non-Compliance Notice"** refers to a notice issued due to a breach of the clearly displayed Terms of Entry at a privately managed car park, which may include a request for payment.
- **"Personal Information"** means any information or opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is true or not and whether it is recorded in a material form or not, as defined under the Privacy Act 1988 (Cth).
- **"Terms of Entry"** means the signage displayed at each private car park site outlining the conditions under which a vehicle may remain parked.
- **"Appeal"** refers to a user-submitted request to review or cancel a non-compliance notice.

2. Collection of Personal Information

We collect this information to manage parking permissions, verify compliance with terms of entry, communicate with registered drivers, and support the enforcement of non-compliance notices issued at privately managed car parks. The types of personal information we collect include:

- Vehicle registration number
- Email address
- Phone number
- Name
- Payment details (if applicable)
- Information relating to your dealings or enquiries with us





- We collect this information to manage parking compliance and ensure vehicles are registered on-site.

3. Types of Information Collected

Personal Information:

Personal information is information that identifies an individual. The types of personal information we collect include:

- Full name
- Mailing address
- Email address
- Date of birth
- Mobile telephone number
- Vehicle details
- Username and password
- Payment details (credit, debit, or bank account information)
- Information relating to your dealings with us
- Other information provided by you

Non-Personal Information:

Non-personal information is data that does not identify an individual. This includes:

- Browser type
- IP address
- URL of previous websites visited
- Parking patterns and usage

4. Collection Methods

We collect personal information in several ways, including:

- Directly from you when you use our QR Code Visitor/Customer parking solution
- When you contact us with enquiries
- From third parties to protect against potential fraud (e.g., verification services)
- From publicly available sources





5. Use of Personal Information

We use personal information to:

- Verify vehicle registration on-site
- Communicate with users regarding their parking
- Provide reports to car park operators
- Ensure compliance with site terms and conditions
- Facilitate the delivery of products or services
- Provide customer support services
- Improve and manage our services
- Conduct direct marketing

We may also use personal information to investigate, issue, or manage non-compliance notices; review appeals; and recover unpaid amounts in accordance with our terms and local legislation.

Personal information provided during appeals is used primarily to review and respond to the non-compliance notice. However, where applicable, we may also use this information to issue follow-up communications, such as reminder notices or final demands. In certain cases, we may share relevant information with third-party recovery agencies for the purpose of pursuing unpaid amounts in accordance with applicable legislation.

All appeal data is stored securely and may be retained for audit, enforcement, or legal compliance purposes.

6. Disclosure of Personal Information

We disclose personal information to car park operators for the purposes of:

- Verifying vehicle registration
- Car park operators for managing parking compliance
- Service providers and contractors who perform functions on our behalf
- Ensuring vehicles are registered on-site
- Regulatory authorities as required by law
- Potential buyers in the event of a business sale

Car park operators have access to a secure dashboard containing this information. We also disclose personal information to third-party providers as necessary to provide our services. We ensure that third parties handle your personal information securely and comply with the relevant Australian Privacy Principles.





If you make a payment via our website, your information may be shared with secure third-party payment providers such as Stripe. OnlyPark does not store your full payment details.

Where necessary and lawful, we may disclose information to recovery agencies or legal representatives in connection with the enforcement of unpaid non-compliance notices. OnlyPark does not issue fines or government infringements. Notices are issued under private contractual terms in accordance with site signage and state-based legislation.

7. Data Security

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorized access, modification, or disclosure. Our security measures include:

- Secure access controls to the operator dashboard
- Encryption of data during transmission
- Regular security audits and assessments

8. User Rights

Users have the right to access and correct their personal information. To exercise these rights, users can contact us at info@onlypark.com.au

9. Privacy Policy Updates

We may update this Privacy Policy from time to time. Any changes will be posted on our website and will take effect immediately upon posting.

10. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your personal information, please contact us at:

OnlyPark Pty Ltd
Suite 260 | 10 Albert Avenue
Broadbeach QLD 4218
info@onlypark.com.au





11. Information Collected from Third Parties

We may collect personal information about you from third parties. If your consent to such collection is required by law, we will first obtain your consent. This may include verification services to protect against potential fraud.

12. Marketing Communications

We may use and disclose your personal information to send you information about our products or services, as well as information that may be of interest to you. If you do not wish to receive these communications, you can opt-out by following the unsubscribe instructions included in the relevant communication or by contacting us directly. We will not sell your personal information to third parties for marketing purposes.

13. Information Security

OnlyPark is committed to the highest standards of information security. We use computer safeguards, such as firewalls and data encryption, and enforce physical access controls to our buildings and files. Access to personal information is authorized only for specific employees who need it to fulfill their job responsibilities.

14. Data Breach Notification

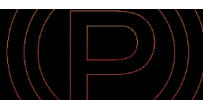
In the event of any loss, unauthorized access, or disclosure of your personal information that has or is likely to result in serious harm, we will investigate and notify you and the Office of the Australian Information Commissioner as soon as practicable.

15. Minors

Our services are designed for use by individuals of legal driving age. We do not knowingly collect personal information from minors. If we discover that we have received personal information from a minor, we will promptly delete it.

16. Acceptance of Policy

By using our services, you accept the terms and conditions of this Privacy Policy. We reserve the right to modify this policy at any time. Your continued use of our services after such changes will constitute your acceptance of those changes. Your use of our services is also governed by our Terms of Use and the Terms of Entry for Private Car Parks displayed onsite and linked in the footer of our website.





17. Complaints Regarding Breaches of Privacy

If you believe that your privacy has been compromised, please contact us. We will make every effort to resolve your complaint internally. If we do not resolve your complaint to your satisfaction, you may lodge a complaint with the Office of the Australian Information Commissioner.

