# Privacy Policy

**1.Introduction**

Rent-A-Lux assures complete confidentiality and protection of Personal Information collected and complies with obligations under the Australian Privacy Principles. This policy gives information on how we keep, use and disclose personal information.

**2.Background**

Rent-A-Lux provides a platform for car rentals for public to rent a vehicle for a certain time period. Personal information is collected to allow Rent-A-Lux to provide our services. With no personal information, Rent-A-Lux may be unable to provide services or lead to the services being compromised.

**3.Data Collection (What and How)**

The information Rent-A-Lux we collect depends on customer-client relationship and the service provided to the public.

For drivers: We collect name, gender, contact number, email, residency address and information regarding card details, passport details, license details, criminal history,any disabilities or medical issues that may affect the driver.

Personal information is collected directly from our customers when they use Rent-A-Lux and provide information or if you sign up with us or send Rent-A-Lux an email.

Through their employer or company if they use our services using a business pr corporate account

When Rent-A-Lux is required to do so by law

**4. Personal Information (Usage and Storage)**

Personal information is used to be able to provide Rent-A-Lux services

For legal obligations and security purposes

To be able to verify customer identity and verification of information provided to Rent-A-Lux

To give information to other entities providing Rent-A-Lux with services such as insurance, repairs, and maintenance facilities

To further improve Rent-A-Lux services

For promotional and marketing services

Rent-A-Lux are committed to securing customer privacy including, electronic security , encrypted password protection . When data is no longer required, Rent-A-Lux will remove the information from the system immediately. Information stored will be for legal compliance, to prevent fraud (governance and insurance purposes)

**5. Tracking our vehicle**

Our vehicles come equipped with tracking devices such as GPS or any other electronic tools to allow tracking or locating the vehicle if need be.

**6.** **Marketing**

Personal information may be disclosed to provide customers’ with information regarding offers, services by Rent-A-Lux, related entities and partners. Confidential information will not be used for marketing purposes. If customers’ no longer wish to receive information or materials by Rent-A-Lux, they are welcome to contact Rent-A-Lux to remove their data or click unsubscribe to not receive any promotional offers

**7. Personal Information Disclosure**

Rent-A-Lux may disclose customers’ Personal Information to our related entities and third parties in specific circumstances such as:

If customers agree to the disclosure and enable Rent-A-Lux to assist with providing these services

If disclosure is necessary eg, via a court order or requested by government officials such as Police, or regulator to investigate unethical or unlawful activities.

For any third party consent if needed to go through with service

If customers are making use of or renting a Victorian vehicle then Rent-A-Lux must provide confidential information to Royal Automobile Club of Victoria (RACV) so customers’ are able to receive memberships if eligible. Please refer to the RACV privacy charter for further information

**8.** **Security considerations**

Rent-A-Lux has taken certain measures to prevent data loss or misuse/unauthorised access. Customers are responsible for their own username, and passwords. If in any way, users feel their information has been compromised, personal information such as passwords must be changed as soon as possible.

**9.** **Changes to this Privacy Policy**

Our Privacy Policy will be updated from time to time. Rent-A-Lux will be updated with our latest privacy policy as changes are made

**10. Contact**

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**Phone**: 03 8744 9045

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