

AURELIA FLEET SOLUTIONS

www.aureliafleetsolutions.com

PRIVACY POLICY



Effective Date:
21/05/2025

Aurelia Fleet Solutions ("**we**", "**our**", or "**us**") respects your privacy and is committed to protecting your personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information in accordance with the *Privacy Act 1988 (Cth)* and the *Australian Privacy Principles (APPs)*.

1. Collection of Personal Information

We collect personal information necessary for our business activities, including but not limited to:

- Full name
- Contact details (e.g. address, phone number, email)
- Driver's licence and identity documents
- Date of birth
- Financial and payment details
- Employment information (where applicable)
- Vehicle usage and telematics data (if applicable)
- Insurance information

We collect this information when you:

- Lease or enquire about a vehicle
 - Visit our website or use our mobile applications
 - Communicate with us via phone, email, or in person
 - Complete surveys, forms, or submit feedback
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2. Use of Personal Information

We use your information to:

- Process lease applications and manage vehicle contracts
 - Verify your identity and eligibility
 - Deliver customer service and respond to queries
 - Facilitate vehicle servicing, returns, and insurance claims
 - Meet legal and regulatory obligations
 - Issue invoices, payment reminders, and financial notices
 - Send updates, offers, and promotional content (with your consent)
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3. Disclosure of Personal Information

We may disclose your personal information to:

- Insurers, lenders, or credit reporting bodies
- External service providers (e.g. IT, roadside assistance, marketing)
- Government authorities and regulators as required
- Legal, accounting, and professional advisors
- Vehicle telematics and fleet technology partners (if applicable)

We **do not** sell or rent your personal information to third parties for marketing purposes.

4. Storage and Security

We take reasonable and industry-standard steps to protect your information against loss, misuse, and unauthorised access, including:

- Secure servers and firewalls
- Encryption of sensitive or financial data
- Access restrictions and regular staff training

Your personal information is retained only as long as required to fulfill its intended purpose or as mandated by law.

5. Access and Correction

You may request access to, or correction of, your personal information at any time by contacting us at support@aureliafleetsolutions.com.

If access is refused or partial, we will provide written reasons. A reasonable fee may be charged to cover processing costs (if applicable).

6. Direct Marketing

We may use your personal information to send marketing communications related to Aurelia Fleet Solutions services. You can opt out at any time by:

- Clicking the "unsubscribe" link in any email

- Emailing us at support@aureliafleetsolutions.com

We will only send you marketing messages where we are legally permitted to do so or with your prior consent.

7. Cross-Border Disclosure

We may disclose personal information to trusted service providers based overseas, such as in:

- New Zealand
- United States
- Other countries as disclosed at the time of collection

All overseas recipients are required to adhere to data protection standards consistent with Australian privacy laws.

8. Cookies and Website Analytics

Our website may use cookies to enhance user experience and analyze performance.

You may disable cookies in your browser settings; however, some site features may be affected.

We also use third-party analytics tools to collect anonymised data about website traffic and user interaction.

9. Complaints

If you have a complaint about our handling of your personal information, please contact us. We aim to acknowledge and resolve all complaints promptly and fairly.

If you're unsatisfied with our response, you may escalate your concern to the **Office of the Australian Information Commissioner (OAIC)**:

- Phone: 1300 363 992
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10. Contact Us

For privacy enquiries, access requests, or complaints, please contact:

Privacy Officer

Aurelia Fleet Solutions

Email: support@aureliafleetsolutions.com

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 and will take effect immediately upon publication.