

Privacy Policy

Tez Automotive Marine Service

TJR Management Pty Ltd

ABN: 85 116 877 984

3 Rogan Street, Canberra Airport ACT 2609

Phone: 02 6161 2387

Email: admin@tezauto.com.au

Website: www.tezauto.com.au

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1. About this Privacy Policy

Tez Automotive Marine Service (referred to in this policy as “**Tez Automotive**”, “**we**”, “**us**” or “**our**”) respects your privacy and is committed to handling your personal information responsibly.

This Privacy Policy explains how we collect, use, store and disclose personal information when you deal with us, including when you:

- visit our workshop;
- book a service or repair;
- request a quote or inspection;
- contact us by telephone, email, website or social media;
- provide a vehicle to us for servicing, repair or inspection;
- purchase parts or services from us; or
- otherwise interact with our business.

We aim to handle personal information in accordance with applicable Australian privacy laws and good privacy practice.

2. What personal information we collect

Depending on the nature of our dealings with you, we may collect information including:

Customer information

- name;
- residential or business address;
- telephone number;
- email address;
- driver's licence details where required, including for courtesy vehicles;
- billing and payment information;

- business or company details where applicable; and
- information you provide when communicating with us.

Vehicle information

We may collect information about your vehicle, including:

- registration number;
- vehicle identification number (VIN);
- make, model and year;
- odometer reading;
- vehicle service history;
- repair and inspection information;
- diagnostic information and fault codes;
- photographs or videos of the vehicle or damage;
- parts and components fitted or replaced; and
- other information reasonably required to service, repair, inspect or maintain the vehicle.

Website and electronic information

When you use our website or contact us electronically, we may collect information such as:

- your IP address;
- browser or device information;
- information submitted through online enquiry or booking forms;
- website usage information; and
- information collected through cookies or similar technologies, where applicable.

3. How we collect personal information

We may collect personal information directly from you when you:

- contact us by telephone, email, text message or other electronic communication;
- make a booking;
- visit our workshop;
- request a quote;
- provide a vehicle for servicing or repair;
- complete a customer or courtesy vehicle form;
- make a payment;
- use our website or online booking system; or

- otherwise provide information to us.

We may also receive information from third parties where reasonably necessary to provide our services. This may include vehicle manufacturers, parts suppliers, fleet operators, insurers, roadside assistance providers, finance providers or other service providers involved in your vehicle's repair or maintenance.

4. Why we collect and use personal information

We collect and use personal information for purposes including:

- identifying and communicating with customers;
- booking and managing vehicle servicing and repairs;
- preparing quotes and invoices;
- diagnosing and repairing vehicles;
- maintaining service and repair records;
- ordering and supplying parts;
- processing payments;
- administering courtesy vehicles;
- communicating with fleet and business customers;
- arranging warranty or insurance-related work where applicable;
- responding to enquiries and complaints;
- improving our services and customer experience;
- sending service reminders or other information about our services where permitted;
- complying with legal and regulatory requirements; and
- protecting our business, customers, employees and property.

We will generally only use personal information for purposes reasonably related to the services we provide or for another purpose permitted by law.

5. Disclosure of personal information

We may disclose personal information where reasonably necessary to provide our services or conduct our business.

This may include disclosure to:

- vehicle manufacturers and authorised dealers;
- parts suppliers;
- vehicle inspection or diagnostic providers;
- insurers and insurance assessors;
- fleet management companies;

- roadside assistance providers;
- warranty providers;
- payment processors and financial institutions;
- IT, software, website and online booking providers;
- professional advisers, such as accountants or lawyers;
- government authorities or law enforcement agencies where required or authorised by law; and
- other contractors or service providers who assist us in operating our business.

We do not sell personal information to third parties.

6. Information relating to vehicles

Vehicle information provided to us may be retained as part of our service and repair records.

This information may include photographs, diagnostic reports, inspection results, repair notes, vehicle identification numbers and registration details.

Where reasonably necessary, we may use this information to:

- document the condition of a vehicle;
- support our diagnosis or repair recommendations;
- maintain service history;
- respond to future enquiries;
- support warranty or insurance claims; or
- protect our business in the event of a dispute.

7. Driver's licence and courtesy vehicle information

Where a customer is provided with a courtesy vehicle, we may collect and retain driver's licence information where reasonably required for the administration and operation of the courtesy vehicle.

This information may be used to:

- verify the customer's identity and licence status;
- administer the courtesy vehicle agreement;
- record the person responsible for the vehicle;
- manage traffic infringements, tolls, fines or other charges; and
- comply with applicable legal requirements.

We will take reasonable steps to protect this information and will only retain it for as long as reasonably necessary or required by law.

8. Payment information

We may collect information necessary to process payments and manage customer accounts.

Where payment is processed through a third-party payment provider, that provider may collect and process payment information in accordance with its own privacy policy.

We generally do not need to retain full credit or debit card details.

9. Direct marketing

We may occasionally contact customers about services, maintenance reminders, promotions or other information that may be relevant to their vehicle or previous dealings with us.

Where required, we will provide an appropriate opportunity to opt out of receiving marketing communications.

You can also contact us at any time to request that we stop sending marketing communications.

10. Security of personal information

We take reasonable steps to protect personal information from:

- misuse;
- interference;
- loss;
- unauthorised access;
- modification; and
- unauthorised disclosure.

Depending on the information, security measures may include physical security, restricted access, passwords, secure software systems and appropriate staff procedures.

However, no method of electronic storage or transmission is completely secure, and we cannot guarantee absolute security of information.

11. How long we keep information

We retain personal information for as long as reasonably necessary for the purposes for which it was collected, to maintain appropriate business and service records, or where retention is required by law.

When personal information is no longer required, we will take reasonable steps to securely destroy, delete or de-identify it where appropriate.

12. Accessing and correcting your information

You may contact us to request access to personal information we hold about you.

You may also ask us to correct information if you believe it is inaccurate, incomplete, out of date or misleading.

Requests can be made using the contact details at the end of this policy.

We may need to verify your identity before providing access to or changing personal information.

In some circumstances, we may be unable to provide access or make a requested change. If this occurs, we will explain the reason where appropriate.

13. Website and cookies

Our website may use cookies and similar technologies to provide functionality, understand website usage and improve the online experience.

Third-party services used on our website, such as online booking, analytics, maps or payment services, may also collect information in accordance with their own privacy policies.

You can adjust your browser settings to manage or disable cookies, although this may affect some website functionality.

14. Third-party websites and services

Our website or communications may contain links to third-party websites or services.

We are not responsible for the privacy practices or content of third-party websites.

We recommend reviewing the privacy policy of any third-party service before providing personal information.

15. Overseas disclosure

Some of the software, cloud storage, website, booking, payment or other service providers we use may store or process information outside Australia.

Where applicable privacy laws apply to our handling of personal information, we will take reasonable steps to ensure that information disclosed to overseas recipients is handled appropriately.

16. Privacy complaints

If you believe we have mishandled your personal information, please contact us first so that we can investigate and attempt to resolve your concern.

Privacy complaints can be made by contacting:

Tez Automotive Marine Service

3 Rogan Street
Canberra Airport ACT 2609

Phone: 02 6161 2387

Email: admin@tezauto.com.au

Please provide sufficient information for us to understand and investigate your concern.

We will review your complaint and respond within a reasonable period.

If you are not satisfied with our response, and the matter concerns the Commonwealth Privacy Act 1988, you may be able to lodge a complaint with the **Office of the Australian Information Commissioner (OAIC)**.

17. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our business, technology, services or legal obligations.

The most recent version will be published on our website.

18. Contact us

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

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