

Skinner Motors Pty. Ltd.

Privacy Policy

Introduction

On the 21st December 2001, the Privacy Amendment (Private Sector) Act 2000 (The Act) commenced. This legislation described ten principles (referred to as the National Privacy Principles - NPPs) that outlined how organisations in the private sector should collect, use, disclose, hold and give access to personal information.

Skinner Motors Pty Ltd is committed to complying with these principles and to the development of reasonable and responsible data privacy practices. In some circumstances other legislation eg The Trade Practices Act may require us to collect personal information.

Franchises Covered

This Skinner Motors policy covers the following franchises:

- Mercedes-Benz
- Toyota
- Hyundai and
- All used cars sold and serviced through the business.

Our relationship with our customers and our respect for their personal data privacy is and will be a key factor in our business dealings. Skinner Motors has therefore developed relevant policies and procedures to ensure that all personal information is handled in accordance with the NPPs.

This Skinner Motors Data Privacy Policy sets out our policies on the management of personal information - that is, how we collect personal information, the purposes for which we use this information and to whom this information is disclosed.

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Skinner Motors Policies On Personal Information

3.1 What is personal information?

Personal information means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

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3.2 How does Skinner Motors collect and use your personal information?

Customer Related Information

Skinner Motors collects information from a number of sources. For example, when you purchase a vehicle, the sales person collects personal information about you in order to ensure that your purchase of a Skinner Motors-supplied-vehicle is recorded and maintained for warranty, administration and statistical purposes.

They may also need to use the information to:

- Inform you of a service check or vehicle recall
- Facilitate the provision of roadside assistance services and
- Contact you to obtain your feedback and to find out your level of satisfaction with our products, services and dealers through surveys.

We may also use your personal information, only if you consent, to keep you up to date with information about us, our products, our services, or to provide you with special offers.

We may also collect personal information from you through transactions you have with us:

- Directly, such as through our contact centres, e.g. our Customer Care Department, Roadside Assistance etc
- Online through our web-site and
- Through various correspondence.

Where we do this, we will endeavour to inform you why we are collecting your personal information, how we use that information and to whom we intend to disclose it.

Skinner Motors may enter into promotions, sponsorships etc with identified 3rd parties who will capture or obtain personally identifiable information as part of a promotional or sponsorship activity. Skinner Motors has no control over these 3rd parties that collect this information nor the methods by which they apply the requirements of the Data Privacy Act.

Company Transaction Related Information

During the course of our normal business transactions with various business service providers eg. with financial institutions, the media,

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professional advisors etc we may record personal information of the individuals with whom we deal with at these organisations. This information will be treated in accordance with the NPPs.

3.3 What happens if you do not wish to provide Skinner Motors with your personal information?

Generally, you have no obligation to provide Skinner Motors with any personal information requested by us.

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However, if you choose to withhold requested personal information, we may not be able to provide you with the products and services that depend on the collection of that information. For example, if you did not provide the personal information requested by Skinner Motors on your vehicle purchase, we would not be able to notify you directly of a vehicle recall that may affect your vehicle.

Our recommendation is that you agree to supply your details so that vital information about your vehicle can reach you quickly.

3.4 Who do we disclose your personal information to?

We engage third-party service providers to perform various functions on behalf of Skinner Motors. Such functions include mailing, delivery of purchases, provision of roadside assistance, market research, audits and promotions.

For our service providers to perform those functions, it is sometimes necessary for us to disclose your personal information to these suppliers. Where disclosures take place we work with our suppliers, using our best endeavours, to check that all personal information we provide to them is kept secure, is used only to perform the task for which we have engaged them and is handled by them in accordance with the NPPs.

From time to time, we provide statistical information about sales to industry bodies and head office of the franchises we represent. This may comprise data collected about you and other customers to form aggregate results. However, we will not provide any information that specifically identifies you as our customer.

3.5 How does Skinner Motors protect your personal information?

At all times, we take great care to ensure your personal information is protected from unauthorised access, use, disclosure or alteration. We will use our best endeavours to ensure that our employees, dealers and service providers are aware of, and comply with, their obligations in relation to the handling of personal information. Only properly authorised employees, dealers and service providers are permitted to see or use personal information held by Skinner Motors and only to the extent that access is relevant to their roles and responsibilities.

Your personal information will not be sold to any other organisation for that organisation's unrelated independent use. Further, we will not share your personal information with any organisations, other than

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those engaged by us to assist us in the provision of our products and services (as described above).

3.6 How do we know that the personal information that we hold on you is accurate?

Skinner Motors will endeavour to maintain your personal information as completely and as accurately as is reasonably possible. However, Skinner Motors does rely on the accuracy of personal information as provided to us both directly and indirectly. Please contact our Privacy Officer if the personal information we hold about you is incorrect, or to notify us of a change in your personal information.

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3.7 Who, at Skinner Motors, should you contact if you wish to check and amend or have any concerns about the way that your personal information is being handled?

Wherever possible, and if it is appropriate, Skinner Motors will let you see the personal information that we hold about you and correct it if it is wrong. If we do not allow you access to any part of the personal information we hold about you, we will tell you why.

If you wish to obtain access to your personal information held by us, or to request that we correct any errors in the information held, please contact us by, faxing or writing to our Privacy Officer at 192 Orlando Street, Coffs Harbour NSW 2450, fax 02 6651 4596 or email: skinnermotors@bigpond.com

Skinner Motors will send you written acknowledgement of your correspondence and investigate your query or concern and advise you of the steps that have been taken to answer or resolve it.

3.8 Changes to our privacy policy

We may change our Privacy Policy from time to time at our discretion and without notice. At any time, the latest version is available from our Privacy Officer at the above address or on any of our brand's websites. Any revisions will be posted at least 10 days prior to its effective date.

Our Internet Privacy Policy Commitment

4.1 Information regarding Skinner Motors Pty Limited privacy practices

This paragraph describes Skinner Motors's policy regarding information received about you during visits to our web sites, that is

Coffs Harbour Toyota www.coffsharbourtoyota.com.au

Hyundai www.coffsharbourhyundai.com.au

Mercedes-Benz www.skinnermotors.com.au

The amount and type of information received depends on how you use our sites. The above websites may also contain links to other websites. This privacy statement is applicable to the above websites only and Skinner Motors cannot be held responsible should your personal information data be compromised or that these (linked sites) do not comply with the requirements of The Act. We encourage you to read the privacy policy on each website that collects your personally identifiable information. Once you have submitted your personal

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information data you will be deemed to have read and understood the Skinner Motors Privacy Policy.

4.2 Normal web site usage

The only information we collect and store during normal web site usage is the name of your Internet service provider, the web site that referred you to us, the pages you request and the date and time of those requests. We use this information to generate statistics and measure site activity to improve the usefulness of customer visits. During normal web site usage we do not collect or store personal information such as name, mailing address, e-mail address, or phone number.

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4.3 Collection of personal information data

In instances where personal information data is requested, to provide the website visitor with a service or correspondence (for example, promotions and mailed brochures) the name, mailing address, phone number, e-mail address, type of request and possibly additional information is collected. This information is collected and stored in a manner appropriate to the nature of the data by Skinner Motors and is used only to fulfil the specific request.

If you do not wish for the information to be used as a basis for further contact, please advise us in writing or e-mail and we will respect your request. The information you provide is used by Skinner Motors to improve the services we provide you. It is never provided to any other company for that company's independent use.

4.4 Use of "Cookies"

No Skinner Motors web site uses cookies.

4.5 Electronic mail sent to us that contains personal information

Internet users may decide to send Skinner Motors personal information data, for example, in a message containing information about your Skinner Motors supplied product or service. Skinner Motors will only use this information to identify the user as a Skinner Motors customer and to determine how to respond to the electronic mail. We will not use this information other than to resolve the matter identified in the e-mail.