



Volvo Group Australia

Volvo Group Australia - Privacy Policy

Protecting Your Privacy

This Policy sets out how the Volvo Group collects, stores, uses and discloses personal information in accordance with the Australian Privacy Principles ("**Principles**") contained in the Privacy Act 1988.

The Principles govern the use of "personal information", which is information or an opinion about an identified individual or an individual who is reasonably identifiable. It need not matter that the information is correct or not or whether it is recorded in a material form or not.

This privacy policy describes the information that the *Privacy Act 1988* (Cth) requires us to communicate to all of our customers. We hope it helps you understand how we handle your personal information and deliver the protection that the Privacy Act affords. Please keep it for future reference.

Volvo Group

In this document, 'Volvo Group' refers to Volvo Group Australia Pty Ltd (ABN 27 000 761 259). The Volvo Group distributes and sells a range of trucks, buses and marine related products in Australia through its appointed dealer network.

Your personal information

Personal information held by Volvo Group about you may include:

- name;
- gender;
- date of birth;
- address;
- telephone numbers;
- e-mail address;
- purchase details;
- driving licence number and state;
- ABN; TFN
- Warranty and parts and service transaction information provided by our dealer network, affiliates or third parties;
- employment application information; and
- any other relevant information.

You may choose to interact with us using a pseudonym and/or not identify yourself.

Postal Address

PO Box 1047
Sumner Park QLD 4074
Australia

Address

Level 1, 20 Westgate Street
Wacol QLD 4076
Australia

Telephone

+61 7 3718 3500

Facsimile

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In circumstances where we are required to do so, or are authorised by law, a court or tribunal to ask for your identification, we will request your personal information. Further it may be likely that it will be impractical for us to interact with you without some form of identification, or Volvo Group may be required to deal with individuals who have identified themselves, in which case we will request identification details from you at the beginning of each transaction.

For example we will not be able to open a commercial credit trading account or process a commercial credit application for you without obtaining identification details.

How we collect personal information

The Volvo Group collects personal information in a number of ways, including:

- directly from you, when you provide information by telephone, electronic messages (including email and SMS) or in documents such as 'change of owner details' forms;
- directly from you, via our internet site (requests for information);
- from our dealer network when you purchase a vehicle or engine or have your vehicle repaired;
- from your agents or representatives who act on your behalf;
- from competition entry forms or at our promotional activities or sponsored events;
- directly from you, via our internet site (requests for information);
- from third parties we contract to collect and/or manage data on our behalf;
- from third parties who you have asked or permitted to provide your personal information (including those parties from whom you purchase goods and services);
- from marketing organisations, including through the use of purchased lists;
- from industry databases;
- from publicly available sources such as the Internet and telephone directories; and
- from law enforcement, dispute resolution, statutory and regulatory bodies.

Website cookies

We may collect cookies from you about your visit to our website to help us to improve our website. Cookies are small information files which are sent to your computer's hard drive or mobile device when you visit a website and it will recognise your device on future visits. For example, we may collect the time of your visit, whether you have visited our website previously, whether you used a search engine to find us and some geographical information. For information on disabling these cookies, please go to the privacy settings section within your browser.

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We may also use analytical web tools such as Google Analytics to collect visitor information for us to better understand how to improve our products and services for you. In addition to the session cookie, Google Analytics uses other data collection methods such as appending query strings to an image request. We store the data generated by Google Analytics securely and do not share it with third parties.

We also use other external service providers for the following purposes:

- for web hosting services for this website; and/or
- to gather non-personal information (using cookies) in order to evaluate the website's effectiveness, for example online marketing activities.

How we use your personal information

Your personal information may be used in order to:

- assess credit applications;
- review existing credit terms;
- assess credit worthiness;
- collect overdue payments;
- assess credit guarantees (existing and prospective);
- provide and market our products and services and those of our related companies and dealerships (whether directly or through our related companies and dealerships);
- communicate to you in relation to our products, services and our promotional activities;
- support your purchase through warranty and road-side assistance (whether directly or through our dealerships);
- comply with our legal obligations (i.e. in the event of a safety recall);
- monitor our performance and to help us manage our services;
- identify and contact individuals who do business with us;
- train our employees, agents, dealers and representatives;
- conduct customer and market research and analytics to improve the quality of our products and services;
- assess and process employment applications and manage employment issues; and
- handle complaints and disputes; and detect, investigating and preventing fraud.

We may contact and communicate with you either via telephone, post, facsimile, email or SMS.

Direct Marketing

We will not direct market to you unless you have been given an opportunity to opt out of receiving future direct marketing communications or unless you have otherwise consented to

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direct marketing. If you do not want to receive such offers from us or do not want us to disclose your personal information to our related entities or dealerships for marketing purposes, you can opt out at any time by contacting us using our contact details provided below.

When we disclose your personal information

We may disclose your personal information to organisations outside of the Volvo Group. These organisations may include:

- our appointed dealers;
- outsourced service providers who manage services we provide to you including:
- roadside assistance;
- customer research;
- financial services and insurance;
- mailing systems and direct marketing; and
- market research;
- government, regularity and law enforcement authorities and organisations, as required or authorised by law;
- our related body corporates;.
- the agent(s) of any of those entities referred to above;
- your employer (where applicable); and
- our advisors (including legal and accounting advisors).

Those entities are not authorised by us to use personal information for anything other than the purpose for which we supplied that information to them. We may also disclose personal information where you consent to us doing so. That consent may be written, verbal or implied from your conduct.

If your information is disclosed to an enforcement related body, you will receive written notice of the disclosure.

Disclosure to overseas recipients

Our related entities and some of our service providers (including information technology service providers) may be located overseas and, as a result, personal information collected and held by the Volvo Group may be transferred overseas from time to time. The countries in which these recipients may be located will vary from time to time, but include Sweden, China, New Zealand, the United States of America, France, Belgium, South Korea, Malaysia, Singapore, Indonesia, United Kingdom, India, Thailand, and any other related entities that Volvo Group would have dealings with from time to time.

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How we hold and store your personal information

The Volvo Group may hold your personal information in a number of ways, including:

- in our computer systems or databases, which may involve storing data on storage or computer systems provided by third party suppliers;
- in paper records; and/or
- in telephone recordings.

Where the information has been collected from our or your agent, or our service providers or dealerships, they may also hold copies of your personal information.

We may combine personal information we receive about you with other information we hold about you.

The Volvo Group will store your personal information in a secure environment. It is protected by a combination of physical and technological measures. We have taken all reasonable steps to carefully protect your data from loss, misuse, unauthorised access or disclosure, alteration or destruction. If you want more information about the way we manage the information we hold please contact us as we would be happy to provide you with further information on our processes. Our contact details can be found at the end of this document.

Help us to ensure we hold accurate information

The Volvo Group takes reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information you provide. We recommend that you:

- advise Volvo Group if there are any errors in your personal information; and
- keep us up to date with changes to your personal information such as your name and address.

You can access your personal information

You have a right to access your personal information, subject to some exceptions allowed by law. If you would like to access your information, please let us know. You may be required to put your request in writing for security reasons and in some circumstances we may need to charge a fee for searching for and providing access to your information.

How to contact us

If you wish to notify us of your new contact details, update your personal information, opt out of direct marketing, make a complaint about a breach of privacy or have any questions in

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relation to the accuracy of your information or privacy, please contact our Information and Privacy Officer at 20 Westgate Street, Wacol QLD 4076, Telephone: **+61 7 3718 3500**, Facsimile: **+61 7 3718 3391** Email: **hrsc.au@Volvo.com**

Making a Complaint

If you believe that we have interfered with your privacy in our handling of your personal information, you may lodge a complaint. We will attempt to resolve your complaint in accordance with our internal complaints resolution process.

We will provide you with a receipt of acknowledgment as soon as practicable.

We will then endeavour to respond to your complaint and attempt to resolve the issues within 30 days.

If we fail to deal with your complaint in a manner that you feel is appropriate you may choose to report your complaint to an external dispute resolution scheme (**EDR Scheme**).

We note that we are currently not a member of any EDR Scheme and we are exempt from any requirement to be a member of any EDR Scheme until March 2015.

If you are not satisfied with the process of making a complaint to our Privacy Officer you may make a complaint to the Information Commissioner. Details of which are below.

Office of the Australian Information Commissioner

GPO Box 5218 Sydney NSW 2001

Email: enquiries@oaic.gov.au

Telephone: 1300 363 992

Facsimile: 02 9284 9666

Changes to our Privacy Policy

We may make changes to this Privacy Policy from time to time. We will publish changes to this Privacy Policy on this website.

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