



SMOOTH MOVES
TRAILER FABRICATION

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PRIVACY POLICY

Policy statement

Smooth Moves Trailer Fabrication (we, us, our) is committed to protecting the privacy and confidentiality of our customer's (you, your) personal information that is collected, stored and used by us. We respect your rights in relation to the personal information we hold about you. We comply with the [Privacy Act 1988](#) (Cth), the [Australian Privacy Principles](#) and other related laws that protect privacy.

Personal information defined

The *Privacy Act 1988* defines 'personal information' as information or an opinion about an identified individual, or an individual who is reasonably identifiable. Different types of information are recognised as personal information under the *Privacy Act 1988*, including

- sensitive information (includes information or opinion about an individual's racial or ethnic origin, political opinion, religious beliefs, sexual orientation or criminal record, or health information.
- credit information
- employee record information
- tax file number information

Personal information we collect and hold

We need to collect some personal information to be able to quote and invoice for trailer fabrication and repairs or for you to hire a trailer. The kinds of personal information we collect from you will vary depending on the service we are giving you. We do not collect any sensitive information about you.

The information we collect may include your:

- name
- email address (if you are booking or contacting us online or would like a receipt or invoice emailed to you)
- home address (for licence validation and billing)
- telephone number (so we can contact you)
- date of birth (for licence validation and legal requirements)
- photo ID (so that we know you are you when hiring a trailer)
- payment information such as your credit or debit card details (security code is obtained for transaction only – we do not keep it)

How we collect and hold your personal information

We collect all your personal information directly from you. This is done over the phone, by email, during face to face communication, through your completion of a form, or completion of our online enquiry or booking forms. We do not obtain your personal information from third parties. We do not contract any third parties to obtain personal information for marketing purposes.

The reasons why we collect, use and disclose your personal information

We collect and use and your personal information to provide you with fabrication or hire services, to facilitate our internal business operations and fulfill our legal requirements. We use secure methods to destroy your



personal information when it is no longer required. We do not disclose your personal information to third parties, including overseas recipients.

Security of your personal information

No method of transmission of information over the internet, or method of electronic storage is 100% secure and reliable. We cannot absolutely guarantee its security, but will take all reasonable steps to keep it secure.

Your personal information is stored electronically, on paper, or both. We take all reasonable steps to safeguard your personal information and ensure it is protected. All our data stored electronically is protected by firewalls and records are password protected. All hard copy data is stored within secure premises. We have several barriers for unauthorised entry, including secured entry and monitored alarms.

How you can access or ask us to correct the personal information we hold about you

You can ask us what personal information we hold about you, and you can ask that any information we hold about you is corrected.

You can do this by:

- Calling us: 0447 100 145
- Emailing us: smoothmoves.trailers@gmail.com
- Writing to us: Smooth Moves Trailer Fabrication, 20 Pleasant Grove, Holden Hill, SA 5088

How you can make a complaint if you think we have breached the Privacy Principles

If you feel that we have breached the Australian Privacy Principles in the way we have managed your personal information you can lodge a complaint directly with us by writing to Smooth Moves Trailer Fabrication, 20 Pleasant Grove, Holden Hill, SA 5088.

We are committed to protecting your privacy and the safety of the personal information we hold about you. We treat all complaints seriously. We will investigate your complaint and advise you of what we have done to resolve it.

If you are not happy with our response you can contact the Office of the Australian Information Commissioner (OAIC) to lodge a formal complaint. More information about how to lodge a complaint with the OAIC can be found on their website. <https://www.oaic.gov.au/privacy/>

Our website

We collect website activity statistics such as the number of visitors, pages visited, time and date of visit and where you accessed our website from, so we can make informed decisions to improve our website and services. This information does not use any identifying or personal information.

When you visit our website, our server attaches a small data file called a "cookie" to your computer's memory. The cookie does not contain personal information that can identify you. Most web browsers are set to accept cookies. If you do not wish to receive cookies you can set your web browser to refuse them.

Changes to our Privacy Policy

Our policies are continually reviewed and updated to ensure we are meeting our legislative and regulatory requirements. We reserve the right to change our privacy policy at any time. We will notify you about changes to this policy by posting an updated version on our website.

