

Privacy Policy

At Avid Hire, we recognise the importance of protecting the privacy of the personal information we collect from our customers and prospective customers.

This statement discloses what information we collect and how we use, disclose and store your personal information. Our privacy policy applies to all your dealings with us whether the dealing is through personal visits to us, telephone, mail, or our website.

We collect your personal information from our hire agreements, our credit forms, or what you tell us when you phone us, visit us, or browse our website. We also collect personal information from credit reporting agencies and from searches we conduct, including the PPS Register.

When you are making enquiries about our products and services, we will usually ask you for your name, your contact details including your phone number, address, and e-mail address. This helps us to contact you to answer your enquiries.

When you hire any vehicles from us, we will request that you supply us with some or all of the following:

- Your name, your company/business name, address, e-mail, telephone, mobile and facsimile numbers so we can contact you and prepare the necessary hire agreements.
- Your insurance details.
- Details of your Drivers Licence and a digital image of it so that we can confirm your identity, and (where applicable) your legal right to drive our vehicles (for some equipment other than vehicles we may also require details of relevant licences or operator competency certificates).

If you apply for a credit account with us, we may ask for the above information, as well as:

- Your bank account details.
- Trade references to allow us to assess your background; and
- If you are a company, name and address details of all directors of the company.

There are three primary reasons we require such information.

1. To supply hire services to our clients,
2. To enable us to communicate with clients,
3. Internal accounting and administration processes.

We store and protect your information in different ways, including hard copies and electronic form. We take all reasonable care to ensure that your personal information is protected from loss, misuse or alteration.

Under no circumstances will we sell clients' information. The only time information is disclosed to a third party is when it is related to the provision and/or improvement of services, if you are in default of our trading terms or any other contractual commitment to us, or if we are required to do so by Australian law.

For our clients' convenience, cookies are used in this site. These pieces of information are applied to our site to enhance its functionality to save you having to input the same information time and time again.

Our site does not use cookies to store personal information about you or to track your internet usage. This website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyse how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

The data recorded is strictly of a non-personal nature and is used to assist us in improving content and services offered. Information recorded relates to website traffic and usage statistics.

Email addresses recorded by us for specific requested services and subscriptions are not disclosed to third parties and remain secured by us. Clients are able to opt out of receiving such material at any time by unsubscribing at info@avidhire.com.au.