

## Privacy Collection Statement

### What sort of information do we collect?

To offer you storage, it is necessary for us to collect, retain, and use information that identifies you or from which you can reasonably be identified (**personal information**).

Generally, this information is collected directly from you, but we may collect information about you from public sources or third parties.

Personal information we collect may include your:

- name and date of birth
- drivers' licence number and details
- passport number
- telephone number
- email address
- physical address
- method of contacting us i.e. website or mobile application
- web activity including your IP address, and whether you've accessed or been referred to us via a third-party website
- image or voice in CCTV footage and/or audio recording; and any other information reasonably necessary to communicate with and provide our services to you

We may also collect payment and other information from you, including credit card or direct debit information and your payment and ongoing storage history. For further information, see our Privacy Policy here: <https://www.taxibox.com.au/privacy-policy/>.

By using our services, you consent to the use and disclosure of your information as described in this Privacy Collection Statement. You may choose not to provide us with any of this information, but this may affect our ability to provide you with our storage services.

### Why do we collect information from you?

We need to collect information from you for purposes including to provide you with storage and doing business with you. We collect your personal information for primary purposes that include to:

- verify your identity
- maintain contact and communicate with you during the storage relationship
- provide you with information about your account, including billing and other notices
- provide you with information about our business and related entities that we believe will be of interest
- answer your questions about your account and our services
- manage our risk and report to any relevant credit history entity, as necessary
- ensure the security of the Facility and the goods and people within the Facility
- enforce our agreement with you including to undertake appropriate and necessary PPSR searches in the event that your account goes into default
- cooperate with enquiries from government and law enforcement bodies and comply with our legal obligations



## Disclosing your information

We may disclose your personal information to persons and entities including but not limited to:

- our employees, including temporary or externally contracted staff
- our service providers provide services such as data storage, IT, software management, insurance and financial services
- other third parties engaged to perform specific functions within our business, such as auctioneers, second-hand dealers, building contractors, and maintenance services
- government departments
- law enforcement agencies, including the police
- investigators
- any person who can demonstrate to our satisfaction a legal or equitable interest in the goods stored
- liquidators, administrators or other persons appointed to administer your financial affairs
- debt collection services
- credit reporting agencies
- your nominated Alternate Contact Person (ACP)
- Storers or third parties who reasonably believe you have caused them damage or injury.
- agents for any of the above

It is likely that some of our service providers holding personal information including data storage providers, may transmit and hold this data overseas, including New Zealand, the USA, Canada, UAE, Ireland, and the UK.

## Marketing

We may use your contact details, including email and telephone numbers, to contact you for marketing purposes. **If you wish to opt out of direct marketing, please contact us at [info@taxibox.com.au](mailto:info@taxibox.com.au).**

## We take your privacy seriously.

We have a detailed Privacy Policy that further details why we collect your information, how we may disclose it, how we ensure it is secure, your right to view and correct personal information we hold, and how to lodge a complaint if you believe we have breached the *Australian Privacy Principles*.

You can view or obtain a copy of our Privacy Policy by:

- request from our office, or
- viewing it online on our website, see here: <https://www.taxibox.com.au/privacy-policy/>

## Credit Reporting and Your Privacy

We may disclose personal information, including information about your credit liabilities, repayments and defaults, to the following credit reporting body:

CreditorWatch  
GPO Box 276, Sydney, NSW, 2001  
[privacy@creditorwatch.com.au](mailto:privacy@creditorwatch.com.au)  
1300 50 13 12

We may do this if you do not meet your payment obligations, or you commit a serious credit infringement. CreditorWatch may include this information in reports to credit providers which they use to assess your creditworthiness.



## *Our Policies:*

Our policies in relation to the management of credit-related personal information are found in our Privacy Policy, which you may access at <https://www.taxibox.com.au/privacy-policy/>. You may obtain CreditorWatch's policy about the management of credit-related personal information by reading their Privacy Policy on their website <https://www.creditorwatch.com.au/>.

## *Your rights:*

You have the right to:

- access the information held by us, to request us to correct the information and to make a complaint to us (for more information on the complaints process, view our Privacy Policy here: <https://www.taxibox.com.au/privacy-policy/>);
- make a complaint about the CRB;
- request credit reporting bodies not to use your credit reporting information for the purposes of pre-screening of direct marketing by a credit provider; and
- request credit reporting bodies not to use or disclose credit reporting information about you if you believe on reasonable grounds that you have been, or are likely to be, a victim of fraud.

