

PRIVACY POLICY

Brisbane Camera Hire recognises the importance of protecting the privacy of the information it collects from our customers and prospective customers. We are bound by the Australian Privacy Act 1988.

This policy discloses what information we collect and how we use, disclose and store your information, as well as how you can get in touch with us and access your information.

What personal information do we collect, and how do we get it?

We collect your personal information from our hire agreements, registration forms and what you tell us or show us when you phone us, visit us or browse our website.

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 email address.

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

- Your name, street address, email address, phone number, company name and company ABN if applicable.
- Details of your Driver's licence, or a photocopy or scan of such, so that we can confirm your identity and your place of residence.
- Your credit card details for the purpose of securing equipment for hire with a deposit, in lieu of a cash bond, and for paying for your hires and purchases with us.

What do we use this personal information for?

All information sought is required for business purposes which include:

- Responding to your enquiries or requests
- To provide you with the equipment you wish to hire
- To help us identify other products and services that may be beneficial to you and to inform you about them and any other items of interest.
- To evaluate the needs of our customer and to source new equipment to meet those needs.
- Internal accounting and administration
- To protect you and us from fraud.
- Direct marketing.
- Setting up an account with Brisbane Camera Hire.

Your personal information may be shared with any members of the Brisbane Camera Hire company.

We assume we have your consent to use your personal information for the above purposes including sending you information about our products and services. If you do not wish for us to contact you or send you information, please let us know.

- Brisbane Camera Hire believes in good faith that you have consented.
- A law enforcement agency or other government agency is exercising its legal authority and has asked Brisbane camera Hire to provide access to that information.
- You are in default of your hire contract or other contractual commitment to us, in which we may need to release your details and the relevant history of your transactions with us to our legal advisers, debt collection bodies or industry associations.
- The renter agrees the renters details, including name, address, phone number, unpaid amount and any rental incidents for damage or otherwise, overdue fees or any other payment outstanding for more than 14 days, may result in the renter being placed on a "banned future supply list". That list may be published and communicated to other rental businesses and credit agencies within Australia. Even if the outstanding amount is later paid to ourselves or another rental business or credit agency, we reserve the right to maintain a ban to rent to a customer based on the customer's character and suitability to hire.
- We are asked to share that information with a credit bureau or reporting agency.

Protecting your personal information

We store information in different ways including hard copies and in electronic form. We take all reasonable care to ensure that the personal information from you is protected from loss, misuse or alteration. We have electronic security systems in place to protect your personal information transmitted through our website.

Gaining access to your personal information.

You have a right to access the personal information we store about you. If you wish to access this information, please write to us. Subject to verification of your identity, we will provide you with any information we are holding about you as soon as practical. There may be a charge for the costs of processing your request.

Keeping your personal details up to date.

Brisbane Camera Hire strives to maintain accurate and up to date information and we will check this with our customers from time to time. If you find out that any of our information about you is inaccurate, please let us know.

Contacting Brisbane Camera Hire

To obtain more information about our privacy policy and how we manage your personal information, please call 1300 780 701 and speak to our Managing Director. You may also write to us at Shop 3, 860 Wynnum Rd, Cannon Hill, QLD 4170.