

4xploring Rentals - Privacy Policy



Last updated 10th May 2024

INTRODUCTION

At **4XPLOING RENTALS** ABN [80 655 371 136](#) (referred to as "us", "we", or "our"), we value your privacy. We will only collect personal information that is necessary to provide you with the best possible service. When maintaining and using personal information, we abide by the Australian Privacy Principles outlined in the Privacy Act 1988 (Cth) and the European General Data Protection Regulation (GDPR) of 2018.

By accessing our website or requesting our services, you agree to our collection, retention, and use of your personal information as described in this policy. This policy applies to personal information collected through various channels.

- including our website (such as www.4xploringrentals.au)
- our verified social media pages
- or any other means by which you provide personal information to 4xploring Rentals, whether electronically or physically.

4XPLOING RENTALS PRIORITIZES THE SAFEGUARDING OF YOUR PERSONAL INFORMATION.

We value the protection of your personal information. We only collect and keep the information necessary for our business functions and activities. Depending on your interactions with us, we may need to obtain additional personal information. For instance, if you sign up for our newsletter, we will only ask for your name and email address. However, if you rent a vehicle from us, we will need more details from you.

You are not required to provide personal information when visiting our website. We will try to provide you the option to interact with us anonymously or using a pseudonym, but this may not always be possible. We understand that you may choose not to share some of your personal information with us. However, if you do not provide us with the necessary details, we may not be able to provide you with our services or deliver the level of service that you expect from us.

WHAT TYPE OF PERSONAL INFORMATION DOES 4XPLOING RENTALS GATHER AND STORE?

At **4XPLOING RENTALS**, we may collect personal information from you, such as your name, email address, residential address, and telephone numbers. We might also receive this information from your travel agent or other organizations involved in providing our services to you. Additionally, you may provide us with personal information about yourself or others when you contact us through a letter, email, electronic message, or web enquiry form.

- The personal information we collect may include;
- your date of birth,
 - country of residence,
 - driver's license details (including number and country of issue),
 - rental details (such as dates, times, and locations of vehicle pick-up and drop-off),
 - rental preferences (including vehicle type),
 - credit card details (stored for three months only),
 - local address (if on holiday),
 - location,
 - usage and servicing of your vehicle,
 - speed, fuel consumption & driving behaviour,
 - distances travelled,

- vehicle damage information,
- testimonials about our products or services,
- complaint details,
- and whether you have a connection with us.

HOW DOES 4XPLOING RENTALS GATHER AND STORE PERSONAL INFORMATION?

At **4XPLOING RENTALS**, we collect personal information in various ways. You may provide your information by registering with us, submitting a booking request or quotation, subscribing to our newsletter, filling out a contact form, or contacting us physically or electronically. If you participate in our surveys or testimonials, we may also gather your personal information.

We may analyze this information along with the data we already have to gain insights into your preferences and interests. Our technology, like "cookies," may also collect information about you when you visit our websites, social media pages, mobile applications or click on our ads on other companies' online media.

Although most of the information we collect comes from your direct interactions with us, we may also receive your personal information from other suppliers who have a relationship with you. Be assured that any personal information you provide us will remain confidential and secure.

HERE ARE THE REASONS WHY 4XPLOING RENTALS COLLECTS, STORES, USES, AND SHARES PERSONAL INFORMATION.

We collect personal information for various purposes, which include:

- Using it for the reason it was collected as stated in this Privacy Policy.
- Using it for the specific purpose mentioned in the privacy statement on the collection channel.
- Fulfilling obligations regarding any Rental Agreement made between you and **4xploring Rentals**.
- Providing you with direct marketing materials, special offers, competitions, and promotions through any communication channel that suits you.
- Maintaining our relationship with you.
- Offering services related to **4xploring Rentals**, such as inquiries.
- Addressing customer inquiries and complaints.
- Gathering opinions or feedback about our products and services.

We may share your personal information with our insurers, as well as government authorities and law enforcement agencies.

DO YOU NEED TO INQUIRE ABOUT, ACCESS OR CORRECT YOUR PERSONAL INFORMATION? HERE'S HOW YOU CAN DO IT.

We are happy to give you access to the personal information that we have on file unless there are legal limitations. If you have any questions about your privacy or want to access your information, please contact us by email at info@4xploringRentals.au or by phone at 1800 4XPLORE.

Please keep in mind that we may need to verify your identity before providing access to your personal information.

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HOW CAN YOU DELETE THE INFORMATION WE HAVE ABOUT YOU?

If you want to delete your personal information, we will take all necessary steps to do so, except in cases where the law requires us to keep it. You can contact us through email at info@4xploringRentals.au or by phone at 1800 4XPLORE.

However, we cannot guarantee that any third party who already has your information will remove it from their lists.

SHARING YOUR PERSONAL INFORMATION WITH RECIPIENTS IN OTHER COUNTRIES.

Sometimes, 4xploring Rentals may need to share your personal information with recipients outside of your country. Rest assured that 4xploring Rentals employees, data processors, and other trusted third parties are required to keep your personal information confidential. However, please note that communication over the internet may not always be completely secure.

LINKS TO OTHER WEBSITES

Occasionally, our website may feature links to the websites of other organizations that may pique your interest. Please note that we do not endorse or validate the content of any third-party website, and their inclusion on our website does not imply otherwise. Each linked website is responsible for its own privacy practices, and we advise you to review their respective privacy statements. Please be aware that 4xploring Rentals is not liable for the conduct of any companies linked to our website.

EMAIL MARKETING

To keep you updated with our latest offers and news, we use MailChimp as our email marketing platform. You have the option to update your information or manage your preferences by clicking on the links provided in the email campaigns we send you. If you wish to stop receiving emails from us, you can easily unsubscribe from a specific list by clicking the unsubscribe link in the email campaign. If you want to completely opt out of all 4xploring Rentals email campaigns, you can contact us by email at info@4xploringRentals.au or by phone at 1800 4XPLORE.

Please note that when you interact with our email campaigns or visit our website, MailChimp may collect information about your device and activity using cookies and tracking technology. For more information, please refer to MailChimp's Privacy Policy.

GOOGLE ANALYTICS

We use Google Analytics to study your behaviour on our website, www.4xploringRentals.au. The information we gather helps us enhance the quality of our website. To collect user data, we activate.

Google provides Analytical Cookies, which are automatically deleted after 26 months. Google doesn't disclose anonymous data to outside entities. For additional details, please review the Google Privacy Policy.

SOCIAL MEDIA & REMARKETING

We utilize Profiling Cookies to monitor the products you view on our website, which enables us to present you with relevant ads on Facebook. These Cookies are crucial for providing you with personalized offers, and they are provided by Facebook, where they are stored for up to two years. Facebook does not share this information with any third parties. For more details, please refer to the Facebook Privacy Policy.

COOKIE CONSENT

Our system may record your IP address, the date and time of your visit, the pages viewed, and any information downloaded when you access www.4xploringRentals.au. To give consent to use Cookies, simply click on the "Okay" (English) button on the initial banner on the 4xploring Rentals website, which can be revoked at any time. Cookies can also be disabled in your browser settings. Rest assured that this process does not collect any personal information, and you cannot be identified.

POLICY TERMS AND LIMITS OF THIS POLICY

Please note that this is our policy. Depending on the nature of your interactions with us, there may be additional privacy notices and terms that apply to you. For more details, please refer to our Booking Conditions. Please be aware that we have separate policies governing the personal information of our employees, which are not covered by this policy.

ADDITIONAL INFORMATION

We may update our Privacy Policy without notice to keep up with new laws and best practices. Any changes will be posted on our website, so please check it periodically. Here is a summary of our business name and ABN for 4XPLORE: 80 655 371 136,