



## Privacy Policy

**Effective Date: 23/10/2025**

At Rich Automotive, we are committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information when you visit our website or use our mobile automotive services. By using our services, you agree to the terms outlined in this Privacy Policy.

### 1. Information We Collect

We may collect the following types of personal information when you use our services:

- Contact Information: Name, phone number, email address, and mailing address.
- Vehicle Information: Make, model, year, and VIN (Vehicle Identification Number) of your vehicle.
- Payment Information: Credit/debit card details or other payment information for service transactions.
- Service History: Information about previous services provided by Rich Automotive, including details of repairs and maintenance performed.
- Location Information: Address or location for mobile services.

### 2. How We Use Your Information

We use the personal information we collect for the following purposes:

- To schedule and provide automotive services.
- To communicate with you regarding appointments, service updates, and invoices.
- To process payments for services rendered.
- To improve our services, including conducting customer surveys and gathering feedback.
- To comply with legal obligations and protect our rights.

### 3. How We Share Your Information

We respect your privacy and do not sell or rent your personal information to third parties. We may share your information in the following limited circumstances:

- With service providers and contractors who assist us in providing services, such as payment processors or suppliers of parts. These third parties are bound by confidentiality agreements.
- To comply with legal requirements or in response to lawful requests by public authorities, such as subpoenas or court orders.
- In the event of a business transfer (e.g., merger, acquisition, or sale of assets), we may transfer your information to the new owner, but your data will continue to be protected under this Privacy Policy.

### 4. Data Security

We use reasonable administrative, technical, and physical measures to protect your personal information from unauthorized access, disclosure, or alteration. However, no method of transmission over the Internet or electronic storage is 100% secure, and we cannot guarantee the absolute security of your information.

### 5. Retention of Information

We retain your personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy or as required by law. Once your data is no longer needed, it will be securely deleted or anonymized.

### 6. Your Rights and Choices

Depending on your location, you may have certain rights regarding your personal information, including:

- Access: You can request a copy of the personal information we hold about you.
- Correction: You can request that we correct any inaccurate or incomplete information.
- Deletion: You may request that we delete your personal information, subject to legal obligations.
- Opt-out of Marketing Communications: You can opt out of receiving marketing communications from us at any time by contacting us directly.

To exercise any of these rights, please contact us at [www.richauto.com.au](http://www.richauto.com.au).

### 7. Cookies and Tracking Technologies

Our website may use cookies, web beacons, or similar tracking technologies to enhance your experience. These technologies help us analyse website usage and improve our services. You can manage or disable cookies through your browser settings, but doing so may affect your experience on our website.

### 8. Third-Party Links

Our website or services may contain links to third-party websites. This Privacy Policy applies only to our services, and we are not responsible for the privacy practices or content of third-party websites. We encourage you to review the privacy policies of those websites.

### 9. Changes to This Privacy Policy

Rich Automotive reserves the right to update or change this Privacy Policy at any time. Any updates will be posted on our website, and the "Effective Date" at the top of the policy will be revised accordingly. We encourage you to review this policy periodically for any changes.

### 10. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

**Rich Automotive**

**Website: [www.richauto.com.au](http://www.richauto.com.au)**