

Nidasu Pty Limited Privacy Policy

ABN: 83 120 124 272

Introduction

Nidasu Pty Limited (the **Company**) deals with information and data privacy in accordance with the Privacy Act 1988 (Commonwealth) and the Australian Privacy Principles set out in the Schedule to that Act. The Company also complies with the Spam Act 2003 (Commonwealth).

This Privacy Policy sets out the Company's policies in relation to the collection and management of information and data.

Collection of Information and Data

Information (sometimes including personal information) and data is collected by the Company by different means from a range of different sources including but not limited to:

- Motor Dealer's (each a **Dealer**) data submissions;
- Data uploads via a web portal;
- Data delivery via electronic methods from a relevant Motor Distributor's (each a **Distributor**) mainframe computer or other off-site parties; and
- Data provided by Dealers in the Company's extract formats.

Data and information may sometimes also be provided to the Company in respect of the customers of a Dealer (each a **Customer**).

Types of Information and Data Collected

Information (including personal information) and data that may be collected by the Company includes but is not limited to:

- Dealer Invoice Extracts including vehicle and customer information, jobs, tasks, parts, clocking and associated technical information;
- Dealer and third party user information, including personal contact details;
- Distributor invoices detailing parts sales by the relevant Distributor to a particular Dealer;
- Dealer KPI information;
- Customer satisfaction survey responses;
- Customer incident information;
- Road side assistance information;
- VIN information;
- Survey results
- Recall and other campaign information;
- Service model and schedule information;

- Digital assets including images, bulletins, videos and the like;
- Warranty acceptance and claims information;
- RDA information including VIN and other vehicle data;
- Technical and product reports; and
- Sales and forward order information.

Storage and security of information and data

The Company takes all reasonable precautions to protect the information and data that it has collected and holds from misuse, loss, unauthorized access, modification and disclosure.

Data is collected by the Company according to the direction of our customers, any may be disclosed to 3rd parties as directed by our customers.

Where practicable, the Company implements measures to ensure that any organisation or entity to whom information or data is disclosed, for its part complies with the Privacy Act. If information or data is supplied to a third party, the Company takes all reasonable steps to ensure that such information and data is held securely by that third party and used only for the purpose for which it was supplied.

Subject to any supervening legal requirements, the Company will not disclose, supply or grant access to any information or data it holds without the prior consent of the provider to the Company of that information or data.

All information and data collected by the Company is stored on an Australian server. Any Customer information or data is encrypted on the server.

Where the Company provides portal hosting to a client, it does so using third party providers of the portal server. Daily back ups of the information and data are created and stored on a back up server provided by the same third party.

If a client elects to host the portal themselves, the back up process and storage of information and data on the portal server remains the responsibility of the client.

The reasons and purposes for which the Company collects information and data and how it may be used

The Company aggregates information and data on behalf of its clients for the purpose of analysis, reporting and the implementation of processes (e.g. as a driver for Customer satisfaction surveys).

Information and data is segregated by portal and/or portal access. Information and data collected and stored on a Distributor's portal server but accessible by the Company remains, as between the Distributor and the Company, the property of the Distributor under its control.

The Company provides its clients with services that include the analysis of the information and data it holds either by way of algorithm or human interaction. While the Company takes every care to cleanse and correctly analyse the information and data upon which it bases its reports to clients, the Company does not guarantee that the underlying information or data is accurate or complete in all or any respect or that it has been correctly collected, collated or included in the subject analysis.

Access and correction of information and data

The Company may make copies of the data and information it has collected for its own internal use and processes including the development of its software and other business systems.

The Company may also take, as it considers necessary, raw data (that is, data recorded in a plain text format) from an information and data provider, encrypt it and store it offsite in a secure location. Raw data is sometimes required to augment or replace missing data and/or to address or review other data concerns. The Company will take all reasonable steps to ensure that no raw data remains on any portal that it hosts.

Distributor clients have access to the information and data collected and held by the Company on the basis of their respective portal and/or portal access entitlements.

Authorized Distributor's Dealer clients may have access to information and data concerning themselves or their respective Customers collected and held by the Company at the discretion of their related Distributor.

Customers have no access to the information and data collected and held by the Company. All information and data in respect of Customers should mirror the information and data collected and held by their related Dealer as part of the their own Dealer Management System. Customers who have concerns about any information or data collected and held by the Company should seek clarification via their related Dealer.

Further information and complaints

If you require any further information about the way the Company manages the information and data it collects and holds or you have a complaint about its handling of information and data related to you please write to the Privacy Officer, Nidasu Pty Limited, Level 1, 75-77 Carlotta Street, Artarmon. N.S.W. 2064.

If you are not satisfied with the outcome of your complaint you may then wish to contact the Managing Director of the Company care of the same address and if that fails to satisfactorily resolve the matter, you may wish to write to the Office of the Australian Information Commissioner using the form available at the following link <http://www.oaic.gov.au/privacy/making-a-privacy-complaint> requesting a further review of your complaint.

