

Linemac Toyota's APP Privacy Policy

Introduction

1. This APP Privacy Policy of Linemac Motors Pty Ltd ACN 079 361 274 trading as Linemac Toyota ("Linemac Toyota") is Linemac Toyota's official privacy policy as required by the *Privacy Act 1988* (the "Act") and the Australian Privacy Principles (the "APPs") and it applies to all personal information about individuals collected by Linemac Toyota.

In this policy we explain how and why we collect personal information about individuals, how we use it, and what controls individuals have over our use of it.

2. Linemac Toyota is committed to complying with Commonwealth legislation (the Act and the APPs) that deals with how businesses may collect, hold and use personal information about individuals and to protecting and safeguarding the privacy of individuals when they deal with us.

OneToyota Network

3. Linemac Toyota is part of the OneToyota network of Toyota organisations in Australia (each a **OneToyota organisation**), comprising:
 - authorised Toyota dealers in Australia;
 - Toyota Motor Corporation Australia Limited;
 - Toyota Finance Australia Limited;
 - Aioi Nissay Dowa Insurance Company Australia Pty Ltd trading as Toyota Insurance; and
 - Toyota Western Australia (comprising Prestige Motors Pty Ltd as trustee for the Prestige Toyota Unit Trust and Eastpoint Pty Ltd).

Linemac Toyota and other OneToyota organisations collect and share with each other customer and guest information to provide you an integrated OneToyota guest experience, such as allowing you to be known across the network regardless of which OneToyota organisation you deal with and to provide you with products, services, information and assistance, respond to your enquiries and help keep your information up to date. Your information may be disclosed to OneToyota network service providers in Australia and overseas for these purposes.

For more information about how Toyota Motor Corporation Australia Limited and Toyota Finance Australia Limited handle your information, please see their combined Privacy Policy at www.toyota.com.au/privacy. The privacy policies of Toyota Insurance and Toyota Western Australia are each also available at that address.

OneToyota Marketing

4. OneToyota organisations may send you marketing to inform you about products or services, special offers, promotions and events that may be of interest to you. These marketing communications may include joint promotions with promotion partners, and may be sent to you using any contact details provided by you, such as post, phone, email or SMS.

Please note that each of the OneToyota organisations are separate organisations. If you do not wish to receive marketing from one organisation, you can let that organisation know at any time using the contact details in their privacy policy (available on their website or toyota.com.au/privacy) or using the “unsubscribe” or other opt-out function offered by the organisation.

Your consent to receive marketing from a OneToyota organisation will be deemed to be ongoing if you do not opt out when you are offered the opportunity to do so, or unless and until you advise the relevant organisation otherwise.

Collection of information

5. Some information provided to us by clients, guests and other parties might be considered private or personal. However, without such information we would not be able to carry on our business activities and provide our services. We will only collect such personal information if it is necessary for one of our functions or activities. The kinds of personal information that Linemac Toyota and OneToyota Network may collect and hold in respect of individuals may include:
 - names;
 - contact details and identification information;
 - financial information, including information about transactions and trading history with Linemac Toyota;
 - information about credit history.
6. In particular, personal information is collected in the following situations by Linemac Toyota and OneToyota Network:
 - if an individual contacts Linemac Toyota and OneToyota Network, we may keep a record of that communication or correspondence;
 - If an individual submits an application or curriculum vitae or another form required to be completed by an individual to enable and/or facilitate services and or/employment to be provided by Linemac Toyota;
 - when applying for and/or establishing and/or accessing an account with us or ordering products or services from us;

- when conducting certain types of transactions such as cheque or credit card purchases or refunds;
 - when an individual submits their contact details to be included on our mailing lists;
 - when an order is placed with us to purchase goods we may require individuals to provide us with contact information including name, address, telephone number or email address and financial information (such as credit card details) for the purposes of processing and fulfilling such an order;
 - When CCTV footage is recorded.
7. At or before the time the personal information about an individual is collected by us, we will take reasonable steps to ensure that the individual is made aware of who we are, the fact that the individual is able to gain access to the information held about the individual, the purpose of the collection, the type(s) of organisations to which we may usually disclose the information collected about the individual, any laws requiring the collection of the information and the main consequences if all or part of the information is not collected.
8. We usually collect personal information about individuals directly from the individual. However, sometimes we may need to collect personal information about individuals from third parties for the purposes described below in this policy. The circumstances in which we may need to do this include, for example, where we need information from a third party to assist us to process an application or an order (such as to verify information an individual has provided or to assess the individual's circumstances) or to assist us to locate or communicate with the individual.

Use of information collected and disclosure of personal information to others

9. We may use or disclose personal information held about an individual as permitted by law and for the business purposes for which it is collected (e.g. provision of our services, including administration of our services, notifications about changes to our services, record-keeping following termination of our services and technical maintenance) - that is, to carry on our business activities and provide services to our guests. We may also use such information about individuals for a purpose related to the primary purpose of collection and where the individual would reasonably expect that we would use the information in such a way. This information is only disclosed to persons outside our business in the circumstances set out in this policy or as otherwise notified at the time of collection of the information.

10. Linemac Toyota's and OneToyota Network's business purposes for which personal information is collected, used and disclosed may include:

- processing an application or product order or service request (including verifying a person's identity for these purposes);
- managing our products and services or other relationships and arrangements, including processing receipts, payments and invoices;
- assessing and monitoring credit worthiness;
- detecting and preventing fraud and other risks to us and our guests;
- responding to inquiries about applications, accounts or other products, services or arrangements;
- understanding our guests' needs and developing and offering products and services to meet those needs;
- researching and developing our products and services and maintaining and developing our systems and infrastructure (including undertaking testing);
- ensuring workplace health and safety and productivity of employees at Linemac Toyota's workplace premises;
- dealing with complaints;
- meeting legal and regulatory requirements. Various Australian laws may expressly require us to collect/and or disclose personal information about individuals, or we may need to do so in order to be able to comply with other obligations under those laws;
- enforcing our rights, including undertaking debt collection activities and legal proceedings.

11. In addition, we are permitted to use or disclose personal information held about individuals:

- where the individual has consented to the use or disclosure;

- where we reasonably believe that the use or disclosure is necessary to lessen or prevent a serious, immediate threat to someone's health or safety or the public's health or safety;
- where we reasonably suspect that unlawful activity has been, is being or may be engaged in and the use or disclosure is a necessary part of our investigation or in reporting the matter to the relevant authorities;
- where such use or disclosure is required under or authorised by law (for example, to comply with a subpoena, a warrant or other order of a court or legal process);
- where we reasonably believe that the use or disclosure is necessary for prevention, investigation, prosecution and punishment of crimes or wrongdoings or the preparation for and conduct of proceedings before any court or tribunal or the implementation of the orders of a court or tribunal by or on behalf of an enforcement body.
- Where a guest (being the individual or related to the individual) has requested a service to be provided by us and we are required to disclose the information to a third party in order to facilitate the provision of the service. In most, if not all cases, any such disclosure will be with the consent of the individual.

12. Third parties to whom we may disclose personal information about individuals in accordance with Linemac Toyota's and OneToyota Network's business purposes set out above may include:

- Linemac Toyota's and OneToyota Network's legal advisors;
- Linemac Toyota's and OneToyota Network's IT service providers;
- regulatory bodies in Australia;
- Linemac Toyota's and OneToyota Network's financial advisors;
- participants in financial and payment systems, such as other banks, credit providers, and credit card associations;
- guarantors and security providers associated with individuals;
- debt collectors;
- cloud information storage providers;
- other credit providers and trade suppliers.

Anonymity and Pseudonymity

13. Individuals have the option of dealing with Linemac Toyota anonymously. However, this only applies where is not impracticable for Linemac Toyota to deal with individuals

acting anonymously or under a pseudonym. For example, individuals making general enquiries of Linemac Toyota may do so anonymously or under a pseudonym. However, if the dealing with Linemac Toyota is for Linemac Toyota to supply goods and services and/or to enter into contractual relations then it is impractical for individuals to deal with Linemac Toyota on an anonymous basis or under a pseudonym.

Direct Marketing

14. As part of Linemac Toyota's functions and business activities and to promote the services we can provide to our guests, Linemac Toyota may use personal information that individuals have provided to Linemac Toyota for the purposes of direct marketing. Direct marketing includes, but is not limited to, sending information to our guests and other parties (including individuals) and/or contacting our guests (including individuals) in relation to promotions relating to Linemac Toyota. Recipients of direct marketing are always able to opt out of receiving direct marketing communications by sending an email to Linemac Toyota's Privacy Officer at: admin@linemac.com.au. In any direct marketing communication we remind recipients of their right to opt out of receiving direct marketing communications.

Links

15. Our web site may contain links to other web sites and those third party web sites may collect personal information about individuals. We are not responsible for the privacy practices of other businesses or the content of web sites that are linked to our web site. Linemac Toyota encourages users to be aware when they leave the site and to read the privacy statements of each and every web site that collects personally identifiable information.

Security and storage

16. Linemac Toyota and OneToyota Network places a great importance on the security of all information associated with our guests and clients and others who deal with us. We have security measures in place to protect against the loss, misuse and alteration of personal information under our control. Linemac Toyota and OneToyota Network's takes all reasonable steps to protect personal information that is under Linemac Toyota's and OneToyota Network's control from misuse, interference, loss and/or unauthorised access, modification or disclosure. All personal information held is kept securely and that which is held electronically is held on secure servers in controlled facilities.
17. Personal information is de-identified or destroyed securely when no longer required by us.

18. Linemac Toyota and OneToyota Network retains information provided to us including individuals' contact and financial and transactional information to enable us to verify transactions and guest details and to retain adequate records for legal and accounting purposes. Such information is held securely, including on secure servers in controlled facilities.
19. Information stored within our computer systems or by our agents who provide electronic storage facilities can only be accessed by those entrusted with authority and computer network password sanctions.
20. No data transmission over the Internet can be guaranteed to be absolutely secure. As a result, while we strive to protect users' personal information, Linemac Toyota cannot ensure or warrant the security of any information transmitted to it or from its online products or services, and users do so at their own risk. Once Linemac Toyota receives a transmission, we make every effort to ensure the security of such transmission on our systems.

Access to and correction of personal information

21. Linemac Toyota is committed to and takes all reasonable steps in respect of maintaining accurate, timely, relevant, complete and appropriate information about our guests, clients and web-site users.
22. Any individual may request access to personal information about them held by Linemac Toyota. Such a request for access to personal information is to be made to Linemac Toyota's Privacy Officer:

Linemac Toyota's Privacy Officer
PO Box 725
BILOELA, QLD, 4715

Telephone: 07 4992 1033
Email: admin@linemac.com.au

23. Please note Linemac Toyota does require that, as part of any request by an individual for access to personal information, the individual verifies their identity so that Linemac Toyota may be satisfied that the request for access is being made by the individual concerned.
24. Please note that Linemac Toyota is not required to give an individual access to personal information in circumstances where:

- Linemac Toyota reasonably believes that giving access would pose a serious threat to the life, health or safety of any individual, or to public health or public safety; or
- giving access would have an unreasonable impact on the privacy of other individuals; or
- the request for access is frivolous or vexatious; or
- the information relates to existing or anticipated legal proceedings between Linemac Toyota and the individual, and would not be accessible by the process of discovery in those proceedings; or
- giving access would reveal the intentions of Linemac Toyota in relation to negotiations with the individual in such a way as to prejudice those negotiations; or
- giving access would be unlawful; or
- denying access is required or authorised by or under an Australian law or a court/tribunal order; or
- both of the following apply:
 - (i) Linemac Toyota has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to Linemac Toyota's functions or activities has been, is being or may be engaged in;
 - (ii) giving access would be likely to prejudice the taking of appropriate action in relation to the matter; or
- giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body; or
- giving access would reveal evaluative information generated within Linemac Toyota in connection with a commercially sensitive decision-making process.

25. Inaccurate information will be corrected upon receiving advice to this effect. To ensure confidentiality, details of an individual's personal information will only be passed on to the individual if we are satisfied that the information relates to the individual. From time to time, and having regard to the purpose of the collection and use of personal information about individuals, we may contact individuals to seek confirmation that the personal information provided to us by the individual is accurate, up-to-date and complete.
26. If we refuse to provide an individual with access to or correct the personal information held by us about the individual, then we will provide reasons for such refusal. Such

reasons will set out the grounds for refusal, the mechanisms available to complain about the refusal and any other matters that are required by the Act.

27. Linemac Toyota will respond to any requests for access or correction within a reasonable time of receipt of the request, but by no later than 30 days of the request being received.

Complaints

28. If an individual has a complaint about our APP Privacy Policy or Linemac Toyota's collection, use or safe disposal or destruction of personal information about the individual, any complaint should be directed in the first instance to Linemac Toyota's Privacy Officer at the contact details set out at clause 20 of this policy.
29. We will investigate any complaint within 30 calendar days and attempt to resolve any breach that might have occurred in relation to the collection, use or destruction of personal information held by us about the complainant in accordance with the Commonwealth Privacy legislation and the APPs. If a complainant is not satisfied with the outcome of this procedure then the complainant may contact the Office of the Australian Information Commissioner ("OAIC") at www.oaic.gov.au.

Transfer of information overseas

30. Linemac Toyota is unlikely to disclose personal information to overseas recipients. Personal information will only be disclosed by Linemac Toyota to overseas recipients in accordance with Australian Privacy Principle 8, such as if the disclosure is required by Australian law.

Cookies

31. Linemac Toyota collects information from the site using "IP files".
32. When a user visits Linemac Toyota's web site to read, browse or download information, our system will record/log the user's IP address (the address which identifies the user's computer on the internet and which is automatically recognised by our web server), date and time of the visit to our web site, the pages viewed and any information downloaded. This information will only be used for the purpose of site analysis and to help us offer improved online service. We may automatically collect non-personal information about users such as the type of Internet browsers used or the site from which the user linked to our web sites. Individuals cannot be identified from this information and it is only used to assist us in providing an effective service on our web sites.

Changes to APP Privacy Policy

33. If Linemac Toyota decides to or is required to change its APP Privacy Policy, we will notify of such amendments on our web site and post changes on this APP Privacy Policy page so that users may always be aware of what information is collected by us, how it is used and the way in which information may be disclosed. As a result, please refer back to this APP Privacy Policy regularly to review any amendments.

Contacting us

34. For further information regarding our APP Privacy Policy, please contact us at the following address:

E-mail: **admin@linemac.com.au**

35. For more information on privacy legislation or the APPs please visit the website of the Office of the Australian Information Commissioner at www.oaic.gov.au.

Credit Reporting Privacy Policy of Linemac Toyota

Introduction

1. This Credit Reporting Privacy Policy of Linemac Motors Pty Ltd ACN 079 361 274 trading as Linemac Toyota ("Linemac Toyota") is Linemac Toyota's official credit reporting privacy policy as required by the *Privacy Act 1988* (the "Act") and particularly Part IIIA of that Act and the Credit Reporting Code (the "CR Code") and it applies to all credit information and credit eligibility information about individuals ("credit information") collected, held and used by Linemac Toyota in its activities as a credit provider and also in its activities as an agent for other credit providers.

In this policy we explain how and why we collect credit information about individuals, how we use such information, and what controls individuals have over our collection and use of information about them. This policy is relevant to individuals who are current and former credit guests, as well as other individuals that Linemac Toyota deals with in connection with credit we provide to our credit guests (for instance, such individuals may be guarantors or directors of corporate guests) or information we collect on behalf of other credit providers in Linemac Toyota's capacity as an agent for such credit providers.

2. Linemac Toyota is committed to complying with Commonwealth legislation and regulations (the Act and the CR Code) governing privacy of credit information about individuals by credit providers and to protecting and safeguarding the privacy of individuals when they deal with us.

OneToyota Network

3. Linemac Toyota is part of the OneToyota network of Toyota organisations in Australia (each a **OneToyota organisation**), comprising:
 - authorised Toyota dealers in Australia;
 - Toyota Motor Corporation Australia Limited;
 - Toyota Finance Australia Limited;
 - Aioi Nissay Dowa Insurance Company Australia Pty Ltd trading as Toyota Insurance; and
 - Toyota Western Australia (comprising Prestige Motors Pty Ltd as trustee for the Prestige Toyota Unit Trust and Eastpoint Pty Ltd).

Linemac Toyota and other OneToyota organisations collect and share with each other customer and guest information to provide you an integrated OneToyota guest experience, such as allowing you to be known across the network regardless of which OneToyota organisation you deal with and to provide you with products, services, information and assistance, respond to your enquiries and help keep your information up to date. Your information may be disclosed to OneToyota network service providers in Australia and overseas for these purposes.

For more information about how Toyota Motor Corporation Australia Limited and Toyota Finance Australia Limited handle your information, please see their combined Privacy Policy at www.toyota.com.au/privacy. The privacy policies of Toyota Insurance and Toyota Western Australia are each also available at that address.

4. OneToyota organisations may send you marketing to inform you about products or services, special offers, promotions and events that may be of interest to you. These marketing communications may include joint promotions with promotion partners, and may be sent to you using any contact details provided by you, such as post, phone, email or SMS.

Please note that each of the OneToyota organisations are separate organisations. If you do not wish to receive marketing from one organisation, you can let that organisation know at any time using the contact details in their privacy policy (available on their website or toyota.com.au/privacy) or using the “unsubscribe” or other opt-out function offered by the organisation.

Your consent to receive marketing from a OneToyota organisation will be deemed to be ongoing if you do not opt out when you are offered the opportunity to do so, or unless and until you advise the relevant organisation otherwise.

Collection of information and types of information collected

5. Linemac Toyota and OneToyota Network collects, holds and uses various types of credit-related information about individuals, which information includes:
 - identification information such as current and prior names and addresses, age, contact details and driver's licence number;
 - applications for credit (including the name of each relevant credit provider), the type and amount of that credit and the fact Linemac Toyota and OneToyota Network has accessed credit information to assess a relevant application for

its business services or processing a credit application as an agent for another credit provider;

- that Linemac Toyota, OneToyota Network and other credit providers are or have been a provider of credit to an individual (or an entity associated with an individual) and the type, characteristics and maximum amount of credit that have been provided or will be provided;
- the date that any credit contract Linemac Toyota, OneToyota Network or other credit providers have or had with an individual was entered into and the date that it comes to an end;
- payments owed to Linemac Toyota, OneToyota Network or another credit provider, in connection with credit provided to an individual (or an entity associated with an individual) or in relation to which an individual is a guarantor (and, if there is subsequently paid any such overdue payment, the fact of that payment);
- whether in Linemac Toyota's, OneToyota Network's or another credit provider's opinion an individual has committed a serious credit infringement;
- whether an individual has entered into arrangements with Linemac Toyota, OneToyota Network or other credit providers in connection with credit provided to the individual (or an entity associated with the individual);
- court proceedings information, personal insolvency information and credit-related publicly available information;
- scores, ratings, summaries, evaluations and other information relating to an individual's credit worthiness which is derived by Linemac Toyota and OneToyota Network or its agents wholly or partly on the basis of the information above;
- certain administrative information relating to credit, such as account and guest numbers.

While the Act uses a variety of terms to refer to such information as referred to above, for ease of understanding and reading this policy, such information is referred to hereinafter as "credit information".

6. Credit information may be collected by Linemac Toyota and OneToyota Network in a number of ways including:

- being provided by an individual directly to Linemac Toyota and OneToyota Network or by persons acting on behalf of the individual (such as on applications or other forms);
- being information provided by the individual on an application for credit with another credit provider, in circumstances where Linemac Toyota and OneToyota Network acts as that credit provider's agent;
- being information that is in the public domain;
- being information that is derived by Linemac Toyota and OneToyota Network from an individual's usage and (where applicable) trade on and transactional history on any account (of the individual or of an entity associated with the individual) held with Linemac Toyota and OneToyota Network.

How credit information is held

7. At or before the time any credit information is collected by Linemac Toyota about an individual, we will take reasonable steps to ensure that the individual is made aware of who we are, the fact that the individual is able to gain access to the information held about the individual, the purpose of the collection, the type(s) of entities to which we usually disclose such information collected about the individuals, any laws requiring the collection of the information and the main consequences for the individual if all or part of the information is not collected.
8. Linemac Toyota and OneToyota Network may hold credit information about an individual in physical form or in electronic form on our systems or the systems of Linemac Toyota's IT service providers.

The credit information Linemac Toyota and OneToyota Network holds about individuals is protected by physical, electronic, and procedural safeguards and Linemac Toyota and OneToyota Network also requires its service providers that hold and process such information on Linemac Toyota's and OneToyota Network's behalf to follow appropriate standards of security and confidentiality. Any credit information we collect from an individual or about an individual is kept securely and held on secure servers in controlled facilities.

9. Linemac Toyota and OneToyota Network trains its staff and others who work for it on how to handle credit information appropriately and Linemac Toyota and OneToyota Network restricts access to what is necessary for specific job functions.

Use of information collected and disclosure of personal information to others

10. Linemac Toyota and OneToyota Network may, as permitted by law, collect, hold, use or disclose credit information held about an individual for the purposes for which such information is collected. These purposes include:

- to form decisions as to whether to provide an individual, or an entity associated with an individual, with credit or to accept an individual as a guarantor;
- to make assessments relating to an individual's credit worthiness which are used in Linemac Toyota's and OneToyota Network's ongoing decision-making processes regarding provision of credit and the amount of such credit;
- to assist an individual or entity associated with the individual in completing a credit application with other credit providers, in circumstances where Linemac Toyota acts as the credit provider's agent;
- to participate in the exchange of credit information with other credit providers including obtaining from and providing information to other credit providers and/or trade suppliers as permitted by Part IIIA of the Act and the CR Code;
- to assist an individual or entity associated with the individual to avoid defaulting on credit-related obligations to Linemac Toyota, OneToyota Network or other credit providers;
- to undertake debt recovery and enforcement activities, including in relation to guarantors, and to deal with serious credit infringements;
- to deal with complaints and meet legal and regulatory requirements; and
- to assist other credit providers to do the same.

(Some credit information may only be used or disclosed under the Act for some of the above purposes or in some particular circumstances. Certain such particular circumstances are set out in clause 9 below.)

11. Generally, Linemac Toyota and OneToyota Network will be permitted to use or disclose credit information held about an individual where the individual has consented to the use or disclosure. Linemac Toyota and OneToyota Network may disclose credit information to other credit providers about an individual for such purposes as set out at clause 8 above as permitted by the Act. For example, Linemac Toyota and OneToyota Network will generally be permitted to disclose credit information to another credit provider about an individual where the individual has consented to such disclosure.

12. Linemac Toyota and OneToyota Network does not obtain credit information about individuals from credit reporting bodies (CRBs) and nor does Linemac Toyota and OneToyota Network disclose credit information about individuals to CRBs. Linemac Toyota and OneToyota Network does disclose and obtain credit information about individuals to and from other credit providers with the consent of the individual for its own business purposes and as an agent for other credit providers.

Direct Marketing

13. As part of Linemac Toyota's functions and business activities and to promote the services we can provide to our guests, including in respect of Linemac Toyota's credit-related activities, Linemac Toyota may be permitted to use personal information about individuals that individuals have provided to Linemac Toyota for the purposes of direct marketing. Direct marketing includes, but is not limited to, sending information to and/or contacting individuals in relation to promotions relating to Linemac Toyota. All recipients, including individuals, can opt out of receiving direct marketing communications by sending an email to Linemac Toyota's Privacy Officer at admin@linemac.com.au. In any direct marketing communication we remind recipients of their right to opt out of receiving direct marketing communications. Moreover, as a general rule, a credit provider such as Linemac Toyota is not permitted to disclose to others credit information about individuals for the purposes of direct marketing.

Anonymity and Pseudonymity

14. Individuals would generally have the option of dealing with Linemac Toyota anonymously. However, this only applies where it is not impracticable for Linemac Toyota to deal with individuals acting anonymously or under a pseudonym. For example, individuals making general enquiries of Linemac Toyota may do so anonymously or under a pseudonym. However, if the dealing with Linemac Toyota is for Linemac Toyota to supply goods and services and/or to enter into contractual relations (such as a commercial credit account) with a guest that is the individual or is associated with the individual, then it is impractical for such individuals to deal with Linemac Toyota on an anonymous basis or under a pseudonym.

Links

15. Our web site may contain links to other web sites and those third party web sites may collect personal information about individuals. We are not responsible for the privacy practices of other businesses or the content of web sites that are linked to our web

site. Linemac Toyota encourages users to be aware when they leave the site and to read the privacy statements of each and every web site that collects personally identifiable information.

Security and storage

16. Linemac Toyota places a great importance on the security of all information associated with our guests, clients and contractors. We have security measures in place to protect against the loss, misuse and alteration of personal information (including credit information) under our control. Linemac Toyota takes all reasonable steps to protect individuals' personal information that is under Linemac Toyota's control from misuse, interference, loss and/or unauthorised access, modification or disclosure. All personal information (including credit information) held is kept securely and that which is held electronically is held on secure servers in controlled facilities.
17. Personal information (including credit information) is de-identified or destroyed securely when no longer required by us and no longer required to be held by us.
18. Linemac Toyota and OneToyota Network retains information provided to us, including individuals' contact and financial and transactional information, to enable us to verify transactions and guest details and to retain adequate records for legal and accounting purposes. Such information is held securely, including on secure servers in controlled facilities.
19. No data transmission over the Internet can be guaranteed to be absolutely secure. As a result, whilst we strive to protect users' personal information (including credit information), Linemac Toyota cannot ensure or warrant the security of any information transmitted to it or from its online products or services, and users do so at their own risk. Once Linemac Toyota receives a transmission, we make every effort to ensure the security of such transmission on our systems.

Access to and correction of personal information

20. Linemac Toyota is committed to and takes all reasonable steps in respect of maintaining accurate, timely, relevant, complete and appropriate information about our guests, clients and web-site users.

21. Any individual may request access to personal information (including credit information) about them held by Linemac Toyota. Such a request for access to personal information is to be made to Linemac Toyota's Privacy Officer:

Linemac Toyota's Privacy Officer
PO Box 725
BILOELA, QLD, 4715

Telephone: 07 4992 1033
Email: admin@linemac.com.au

22. Please note Linemac Toyota and OneToyota Network does require that, as part of any request by an individual for access to personal information (including credit information), the individual verify their identity so that Linemac Toyota may be satisfied that the request for access is being made by the individual concerned.
23. Please note that Linemac Toyota and OneToyota Network is not required to give an individual access to credit information about them in circumstances where:
- giving access would be unlawful; or
 - denying access is required or authorised by or under an Australian law or a court/ tribunal order; or
 - giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body.
24. Inaccurate information will be corrected upon receiving advice to this effect. To ensure confidentiality, details of an individual's personal information (including credit information) will only be passed on to the individual if we are satisfied that the information relates to the individual. From time to time, and having regard to the purpose of the collection and use of personal information (including credit information) about individuals, we may contact individuals to seek confirmation that the personal information provided to us by the individual is accurate, up-to-date and complete.
25. If we refuse to provide an individual with access to their personal information (including credit information) or to correct the personal information (including credit information) held by us about them, then we will provide reasons for such refusal. Such reasons will set out the grounds for refusal, the mechanisms available to complain about the refusal and any other matters that are required by the Act.

26. Linemac Toyota will respond to any requests for access or correction within a reasonable time of receipt of the request, but by no later than 30 days of the request being received.

Complaints

27. If an individual has a complaint that Linemac Toyota or OneToyota Network has not complied with its obligations under the Act then any such complaint should be directed in the first instance to Linemac Toyota's Privacy Officer at the contact details set out at clause 19 of this policy.
28. Upon receiving a complaint, we will, within 7 days, give the complainant written notice acknowledging receipt of the complaint and setting out the process of how we will deal with it. Unless a longer time is agreed by the complainant, we will investigate the complaint and make a decision within 30 days of receipt of the complaint and communicate the decision to the complainant. We aim to resolve all complaints within 30 days of receipt. If we cannot resolve a complaint within 30 days we will notify the complainant of the reasons and specify a date when we expect a decision or resolution will be made and seek the complainant's agreement to extend the 30 period – if the complainant does not agree then we may not be able to resolve the complaint.
29. It may be necessary (and it may be required by the Act), in order to deal with a complaint, to consult with a credit reporting body or another credit provider. Further, if, while a complaint remains unresolved, we are disclosing information subject to the complaint to a third party, we may be required to advise the third party about the complaint.
30. If we find a complaint is justified we will resolve it and do what is required to rectify any breach. Linemac Toyota is committed to fulfilling its obligations as an APP entity and a credit provider under the Act.
31. If a complainant is not satisfied with the outcome of Linemac Toyota's internal complaints procedure in respect of Linemac Toyota privacy practices then the complainant may refer their complaint to the Office of the Australian Information Commissioner ("OAIC"). The website for the OAIC is: www.oaic.gov.au.

Transfer of information overseas

32. Linemac Toyota is unlikely to disclose personal information to overseas recipients. Personal information will only be disclosed by Linemac Toyota to overseas recipients in accordance with Australian Privacy Principle 8, such as if the disclosure is required by Australian law.

Changes to Privacy Policy

33. If Linemac Toyota decides to or is required to change this Credit Reporting Privacy Policy, we will notify of such amendments on our web site and post changes on our privacy policy page so that users may be aware of any such changes and how they may affect them. As such, please remember to refer back to Linemac Toyota's privacy policy page regularly to check whether there are any amendments.

Contacting us

34. For further information regarding our privacy policies, please contact us at the following address:

E-mail: admin@linemac.com.au

35. For more information on privacy legislation and the CR Code please visit the website of the Office of the Australian Information Commissioner at www.oaic.gov.au.

Guest Concern Handling Policy

Linemac Toyota

7 – 9 Dawson Highway
PO Box 725
Biloela QLD 4715

Email: linemac@bigpond.com

Website: www.linemac.com.au

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1 Introduction

1.1 *Objectives and purposes of Guest Concern Handling Policy.*

Linemac Motors Pty Ltd ACN 079 361 274 trading as Linemac Toyota (“Linemac Toyota”) is committed to delivering high quality products and services to those who deal with it. Linemac Toyota is committed to understanding and responding to the needs and concerns of our guests and clients.

The aim of this policy is to provide guidance as to the manner in which Linemac Toyota receives and handles complaints made to Linemac Toyota in respect of Linemac Toyota’s business activities and dealings with its guests and clients.

The objective of this policy is to assist Linemac Toyota in dealing with and resolving complaints in an efficient, effective and professional manner.

1.2 *Background*

In creating this policy, Linemac Toyota has sought to ensure that our procedures accord with relevant legal requirements and best practice. In particular, this policy has been created to satisfy the requirements of ASISO 10002-2006 Guest Satisfaction – Guidelines for complaints handling in organisations.

1.3 *What is a Complaint?*

ASISO 10002-2006, defines a complaint as follows:

“An expression of dissatisfaction made to an organisation, related to its products, or the complaints–handling process itself, where a response or resolution is explicitly or implicitly expected.”

Linemac Toyota adopts that definition of “complaint” for the purposes of this policy.

Any person or entity who is dissatisfied with a product or service provided by Linemac Toyota for any reason, may contact us to complain. A complaint may be made in writing or verbally. Certain types of “complaints” may be by way of negative feedback, which may not require a resolution or any response. Whilst we acknowledge this type of feedback can be useful and valuable, this policy does not apply to such feedback as such feedback does not fall under the definition of a complaint as set out above.

2 Guiding principles for effective handling of complaints.

Linemac Toyota abides by the guiding principles as set out section 4 of AS ISO 10002-2006 for effective handling of complaints. The guiding principles set out at section 4 of AS ISO 10002-2006 are as follows:

Principle	Explanation of Principle
Visibility	Information about how and where to complain should be well publicised to guests, clients, Linemac Toyota’s personnel and other interested parties. This policy is available on Linemac Toyota’s website and also internally.
Accessibility	The complaints-handling process as outlined in this policy should be easily accessible to complainants and all relevant representatives of Linemac Toyota. This policy is drawn in a manner that is easy to understand and sets out simply the process of making and resolving of complaints.
Responsiveness	Receipt of each complaint is acknowledged to the complainant immediately. Complaints will be addressed promptly in accordance with their urgency. Complaints will be handled in an efficient and effective manner and

	complainants will be treated courteously and kept informed of the process of the complaint through the complaints-handling process.
Objectivity	Each complaint will be addressed in an equitable, objective and unbiased manner through the complaints-handling process.
Charges	The complaints-handling process is free of charge to the complainant.
Confidentiality	Personally identifiable information concerning the complainant is actively protected from disclosure unless the complainant expressly consents to its disclosure.
Guest-focused approach	Linemac Toyota is committed to adopting a guest-focused approach to dealing with complaints. We are open to feedback, including in respect of the form of complaints and we acknowledge the right of our guests and clients to complain.
Accountability	Linemac Toyota and its employees accept responsibility for effective complaints handling procedures, including being accountable for and reporting on the actions and decisions of Linemac Toyota in respect to complaints handling.
Continual improvement	Linemac Toyota is committed to continually improving its complaints-handling processes.

3 Complaints Handling

3.1 *How may a complaint be made*

Where possible, complaints should be made in writing so that the details of the complaint are clear and complete and so that we may more effectively deal with the complaint.

Complaints should be directed to:

Linemac Toyota's Guest Care Manager
PO Box 725
BILOELA, QLD, 4715

Telephone: 07 4992 1033
Email: admin@linemac.com.au

3.2 Information to be provided when making a complaint

When making a complaint, please provide the following information:

- ❖ Your Name, the organisation you are from (if applicable), your position and contact details;
- ❖ Your relationship with Linemac Toyota;
- ❖ The name of any contact person at Linemac Toyota;
- ❖ Details of the complaint (including when the conduct giving rise to the complaint occurred);
- ❖ Details of any persons or persons of Linemac Toyota involved (if applicable);
- ❖ Copies of any documentation that supports the complaint.

3.3 Help with making a complaint

If you require any assistance in formulating or lodging a complaint, please contact the Guest Care Manager at the contact details set out above.

3.4 Acknowledgment of complaint

We will acknowledge receipt of a complaint immediately upon receipt.

We will endeavor to resolve complaints within four (4) weeks of receiving the complaint. However, this may not be possible in all instances. Where time to deal with a complaint will exceed four (4) weeks, we will contact the complainant to inform of the reasons for the delay and indicate when we expect to be in a position to complete our review of the complaint.

3.5 *Your rights in the complaints process.*

Complainants have the right to enquire as to the status of their complaint by contacting the Guest Care Manager or any other employee or representative of Linemac Toyota who has been identified to the complainant as handling the complaint.

3.6 *Responding to a complaint*

Once we have reviewed a complaint, we will provide the complainant with a written response. If the complainant is dissatisfied with our response, the complainant has a right to ask for the response to be re-considered by the Guest Care Manager. Such a request should be made in writing to the Guest Care Manager and forwarded by post or email to the addresses provided above.

3.7 *Further action*

If a complainant remains dissatisfied with the manner in which the complaint has been handled, the complainant may have a right to refer the complaint to some other external resolution body.

4 Quality Assurance

Complaints will be analysed by our Guest Care Manager at regular intervals to identify any recurring or systemic problems. If any such problems are identified, we will consider what actions we need to take to address any such problems.

Our complaints handling process will be reviewed periodically in order to enhance our delivery of efficient and effective outcomes in respect of complaints received.