

Privacy Policy

RVC is committed to protecting our customer's privacy, keeping your personal information and the security of your data safe is extremely important to us. This Privacy Policy outlines how RVC collects, uses, shares, protects and stores your personal information.

Information we collect

RVC collects personal information from our customers when it is reasonably necessary for our business purposes. That means, we collect information to supply you with the products you have asked for and to provide you with the best possible service. This can include information like your name, address, date of birth, gender, contact details, payment information, credit information, driver's licence.

RVC may also collect personal information from your visits to our websites for RVC's marketing and statistical purposes.

RVC adhere to the Australian Privacy Principles contained in the Privacy Act 1988. This policy sets out how we collect and treat your personal information.

Information we do not collect

RVC will not collect any information regarding the content of your communications (including any personal information therein) and this includes email, voice and internet browsing.

Storage and access to your personal information

All information (including any personal information) stored by RVC is kept on secure servers within our Cloud Environment within Australia. We take all reasonable steps to securely store your personal information in a way that is protected from any unauthorised use.

You may have access to the personal information held by RVC by calling, emailing or writing to us. We will always require proof of identity prior to giving you access to any of your personal information that we hold. There may be times where in some situations we are allowed to refuse or limit your access to information, for example if it could interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

RVC aims to keep all your personal information accurate, up-to-date and complete. If you believe your personal information that RVC holds is out-of-date, you can ask for it to be updated by contacting us.

How we use the information we collect

Personal information is used for the purposes of creating an account, providing services and security as part of our service to you or an entity you represent. For the purposes of service delivery, RVC may share your personal information with third-party organisations such as:

- Our service providers, so we can supply the service to you.
- Technicians we engage to resolve faults concerning your service.
- Debt collection agencies and similar parties that assist with debt recovery.
- Your authorised representatives or legal advisors.

- Our professional advisors include lawyers, accountants, tax advisors and auditors.
- Other telco and information service providers, for example, for billing purposes and telephone directories.
- RVC may also disclose personal information to other companies and third-party suppliers and service providers located overseas for some of the purposes listed above.

Any personal information collected from cookies (or similar technology) in relation to our website is used for systems and marketing improvement only. RVC will not sell any personal information collected.

Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personal identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential.

We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be used for marketing, advertising, or other uses.

Third party links

Occasionally, at our discretion, we may include or offer third party products or services on our website. These third party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

Changes to our Privacy Policy

If we decide to change our privacy policy, we will post those changes on this page.

Feedback

If you have any questions about your personal information and/or related privacy concerns, please contact us. We are committed to promptly acknowledging your complaint.

EMAIL: info@rvcict.com.au

If you believe RVC's response to your concern or complaint regarding your personal information collected and held by RVC has not been dealt with accordingly, you may be able to lodge a complaint to the Australian Information Commissioner. The OAIC can be contacted on 1300 363 992 or online at www.oaic.gov.au