

Privacy Policy

CarCom places great importance on your privacy and the personal information you entrust to us - as a business client, business partner, consumer or CarCom staff member. As with many other private organisations, CarCom must comply with the Privacy Act in dealing with personal information.

During the course of business you may provide information to us about you, such as your name, address, contact details and other personal information. If you contact us then additional information may be recorded, this may include your voice and, if you have an In-Vehicle tracking Unit installed your location or your vehicle's location at the time of the call.

The personal information that you provide to CarCom will only be used for the purpose for which it was provided or as permitted by law. CarCom will take all reasonable steps to keep your personal information secure. The information will not be provided to any other organization without your consent. Privacy laws may require or authorise use of that information for other limited purposes, such as prevention of serious injury and investigations of criminal activities.

With some limited exceptions set out in privacy laws, it is your right and our obligation to take reasonable steps to provide you with access to all the personal information we hold about you. It is also our obligation to take reasonable steps to correct or notate any of that information that is incorrect or incomplete. If you wish to review the personal information that CarCom holds about you then please contact us. CarCom's contact details appear below.

If you feel that CarCom has breached your privacy, if you need further information about how we manage personal information or if you wish to discuss any privacy related matter then please contact the CarCom Privacy Manager. If you are not satisfied with CarCom's resolution of your concern then you may wish to contact the National Privacy Commissioner.

The CarCom Privacy Manager can be contacted on (03) 8415 9000 or e-mail CarCom at

privacymanager@inteleomatics.com.au.

More information about your rights and the privacy legislation can be found at the National Privacy Commissioner's website at www.privacy.gov.au

Conditions

The CarCom services operate when a vehicle is in range of the Telstra GSM network. Telstra is a trademark of the Telstra Corporation. Other terms, conditions, and limitations on service and more detail of the services are included in your CarCom package and provided on the Customer Services Agreement form and in the User Guide. CarCom is a trademark of Intelematics Australia Pty Ltd. Remote immobilisation will only occur under Police instruction once the ignition is in the 'off' position. CarCom requires you to nominate a current motoring club membership or manufacturer Roadside Assistance program. Please note that the Remote Unlock facility is not available for all vehicles. Please check with us to verify vehicle compatibility. Calls to CarCom from your own phone incur the usual charges. Intelematics Australia Pty Ltd and CarCom will not be involved in insurance discount negotiations between the insurer and the customer.

Legal Notices

All information and illustrations are given solely as a guide. Intelematics Australia has used its best endeavours to ensure that the information contained in this brochure is correct at the time of publication. Actual product specifications may differ due to manufacturing requirements. Intelematics Australia reserves the right to make any changes to its products or services it considers necessary.